



Republic of Rwanda
Ministry of Education



RTB | RWANDA
TVET BOARD

RQF LEVEL 5



FOOD AND BEVERAGE OPERATIONS

FBOQC501

Food and beverage
quality control



TRAINEE'S MANUAL

April, 2025



Republic of Rwanda
Ministry of Education



Food and beverage quality control



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LIST OF ABBREVIATIONS AND ACRONYMS

°C : Degree Celsius

CBET: Competency Based Education and Training

CCP: Critical Control Point

CP: Control Point

HACCP: Hazard Analysis and Critical Control Point

F&B : Food and Beverage

FBO: Food and Beverage Operations

FIFO: First In First Out

GMP: Good Manufacturing Practices

IoT : Internet of Things

ISO: International Organization for Standardization

MCQs : Multiple Choice Questions

PPE: Personal Protective Equipment

PMS: Property Management System

RQF: Rwanda Qualification Framework

RS: Rwandan Standard

RSB: Rwanda Standards Board

RTB: Rwanda TVET Board

SOP: Standard Operating Procedure

TVET: Technical and Vocational Education and Training

QC: Quality Control

INTRODUCTION

This trainee's manual encompasses all necessary skills, knowledge and attitudes required to **Perform food and beverage quality control**. Students undertaking this module shall be exposed to practical activities that will develop and nurture their competences. The writing process of this training manual embraced competency-based education and training (CBET) philosophy by providing practical opportunities reflecting real-life situations.

The trainee's manual is subdivided into units, each with various topics. You will start with a self-assessment exercise to help you rate yourself on the level of skills, knowledge, and attitudes about the unit.

A discovery activity is followed to help you discover what you already know about the unit.

After these activities, you will learn more about the topics by doing different activities, by reading the required knowledge, techniques, steps, procedures, and other requirements under the key facts section, you may also get assistance from the trainer. The activities in this training manual are prepared such that they give opportunities to students to work individually and in groups.

After going through all activities, you shall undertake progressive assessments known as formative and finally conclude with your self-reflection to identify your strengths, weaknesses, and areas for improvement.

Do not forget to read the point to remember the section that provides the overall key points and takeaways of the unit.

Module Units:

Unit 1: Perform Pre-F&B quality control activities

Unit 2: Conduct quality control audit

Unit 3: Perform post-audit activities

UNIT 1: PERFORM PRE-F&B QUALITY CONTROL ACTIVITIES



Unit summary

This unit provides you with the knowledge, skills, and attitudes required to perform pre-F&B quality control activities. It covers the whole planning process of F&B quality control activities.

Self-Assessment: Unit 1

1. Referring to the unit illustration above, discuss the following:
 - a. What does the illustration show?
 - b. What is the difference between the different images in the illustration?
 - c. What do you think this unit is about based on the illustration?

2. Fill in and complete the self-assessment table below to assess your level of knowledge, skills, and attitudes under this unit.
 - d. There is no right or wrong way to answer this assessment. It is for your reference and self-reflection on the knowledge, skills, and attitudes acquired during the learning process.
 - e. Think about yourself: do you think you have the knowledge, skills, or attitudes to do the task? How well?
 - f. Read the statements across the top. Put a check in a column that best represents your level of knowledge, skills, and attitudes.

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills, and attitudes					
Define the scope of quality control in F&B.					
Describe the key standards and principles of food safety (e.g., HACCP, ISO 22000).					
Explain the relationship between					

quality control and customer satisfaction.					
Describe the importance of standard operating procedures (SOPs) in maintaining consistency.					
Evaluate quality issues in food and beverages.					
Apply quality control measures in real-time operations.					
Review and improve F&B processes.					
Select tools and follow procedures for ensuring food safety, hygiene, and consistency.					
Select tools for F&B quality control					
Check personal hygiene guidelines.					
Demonstrate standards professional appearance in F&B outlets.					

Apply professional ethics and basic etiquette.					
Identify tools and equipment needed for auditing kitchens, bars, and restaurants.					
Describe principles of proper food and beverage storage (e.g., FIFO, temperature controls)					



Key Competencies:

Knowledge	Skills	Attitudes
1. Describe the importance of personal grooming in F&B quality control.	1. Demonstrate proper personal grooming as per F&B quality control guidelines.	1. Maintain a proactive approach to personal grooming for professionalism.
2. Identify appropriate quality control tools for the kitchen, bar, and restaurant	2. Develop a comprehensive kitchen and restaurant audit plan aligned with specified objectives.	2. Show a commitment to thorough quality control processes in kitchen and restaurant audits.
3. Recognize the objectives of F&B quality control in maintaining standards.	3. Use appropriate quality control tools effectively based on the operational setting.	3. Display attention to detail in identifying quality control gaps.
4. Describe the guidelines and standards for F&B personal grooming and hygiene.	4. Conduct kitchen and restaurant audits systematically.	4. Foster a responsible attitude towards adhering to F&B industry standards.
5. Explain the components of a well-structured kitchen and restaurant audit plan.	5. Select and evaluate quality control tools that align with audit objectives.	5. Demonstrate openness to continuous learning and improvement in quality control practices.



Discovery activity:



Task 1:

- ✓ Referring to your experience in food and beverage quality control, read and answer the following questions:
 - a. What are the key principles of F&B quality control?
 - b. How does maintaining consistent quality impact customer satisfaction and business reputation?
 - c. Can you describe a quality control system like HACCP and its role in the F&B industry?
 - d. What are some challenges in implementing quality control processes in F&B outlets?
 - e. Can you share an example of a quality control issue you encountered and how you resolved it?
 - f. How do you train team members to comply with quality control and hygiene standards?
 - g. Describe a time when you had to enforce quality control measures despite resistance from the team.

Topic 1.1: Planning F&B quality control activities



Activity 1: Problem Solving



Task 2:

1. Read the scenario below and answer the related questions

You have been recently appointed as the quality control staff for a popular multi-section F&B outlet, which includes a hot kitchen, cold kitchen, pastry section, bar, and dining area. While reviewing the current operations, you notice that there is no formal quality control plan in place. There are growing concerns about:

- Storage practices: lack of proper documentation and checks for food storage conditions.
 - Hygiene Standards: no standard guidelines for personal hygiene and grooming among staff.
 - Equipment maintenance: audit tools and kitchen equipment are not regularly inspected or calibrated.
 - Inventory oversight: bar and pantry inventories are not properly monitored, leading to inconsistencies.
 - Customer experience: guests have reported declining satisfaction with food and service quality.
- a. What steps would you take to assess the current state of quality control in the outlet before creating a plan?
 - b. What key areas would you prioritize when planning a quality control strategy? Why?
 - c. What benchmarks or guidelines (e.g., HACCP, ISO 22000) would you use to align the plan with industry best practices?
 - d. How would you design a process for regularly inspecting food storage and hygiene practices?
 - e. What tools or templates would you use to monitor equipment and inventory compliance?
 - f. How would you ensure the quality control processes are practical and easy to follow for the staff?
 - g. What potential challenges or resistance might you face during the planning stage, and how would you address them?

Key Facts 1.1a: Planning F& B quality control activities

- **Overview of F& B Quality Control**

Food and Beverage (F&B) quality control is the process of monitoring and evaluating all aspects of food and drink preparation and service to ensure they meet set standards. These standards cover safety, hygiene, taste, appearance, and consistency. The ultimate goal is to deliver products that satisfy customers while maintaining compliance with health and safety regulations. Effective quality control contributes to the reputation and success of F&B establishments.

- **Key Components of F&B Quality Control**

The foundation of F&B quality control lies in several essential components. One key aspect is raw material inspection, which involves checking the freshness, packaging, and sourcing of ingredients before they are used. Another is adherence to Standard Operating Procedures (SOPs), which provide clear guidelines for food preparation, storage, and service. Monitoring tools, such as temperature gauges, checklists, and visual inspections, are also used to ensure standards are consistently met throughout the operation.

- **Role of staff in quality control**

Trained and knowledgeable staff are the backbone of F&B quality control. They are responsible for implementing quality control procedures and identifying issues early. This includes proper food handling, maintaining cleanliness, and following established protocols. Staff accountability and teamwork are essential in ensuring that every stage of the F&B process meets quality standards. Regular training sessions help keep staff updated on best practices and emerging trends in the industry.

- **Compliance and standards**

F&B quality control is not just about internal processes; it also involves compliance with local and international food safety regulations. Standards such as HACCP (Hazard Analysis and Critical Control Points) and ISO 22000 provide frameworks for identifying

and controlling food safety risks. Adhering to these regulations ensures hygiene, builds customer confidence, and protects the establishment from legal or reputational risks.

- **Importance of food and beverage quality control in the food & beverage outlet**

- ✓ **Importance of quality control**

Quality control in F&B is vital for multiple reasons: firstly, it ensures the safety of food and beverages, protecting customers from contamination and potential health risks; secondly, it promotes consistency in taste, presentation, and service, which is crucial for customer satisfaction. A consistent quality experience builds trust and encourages repeat business, and lastly, effective quality control minimizes waste and inefficiencies, improving the overall profitability of an F&B establishment.

- ✓ **Ensuring customer satisfaction**

In an F&B outlet, customer satisfaction is the cornerstone of success. Quality control ensures that food and beverages are consistent in taste, appearance, and portion sizes, creating a reliable experience for customers. Happy and satisfied customers are more likely to become repeat patrons and recommend the outlet to others, boosting the establishment's reputation.

- ✓ **Maintaining food safety standards**

Food safety is a critical aspect of quality control in F&B outlets. By implementing stringent hygiene practices and monitoring food handling processes, outlets can prevent contamination and foodborne illnesses. This not only protects customers' health but also safeguards the outlet from legal issues and reputational damage.

- ✓ **Reducing waste and costs**

Quality control plays a key role in minimizing waste and managing costs effectively. By monitoring portion sizes, ingredient usage, and preparation methods, outlets can reduce wastage and optimize resources. This helps improve profit margins and ensures sustainability in operations.

✓ **Building brand reputation**

An F&B outlet with a strong focus on quality control builds trust and loyalty among its customers. Consistently delivering high-quality food and beverages creates a positive brand image, which is crucial in a competitive industry. A strong reputation also attracts new customers and helps retain existing ones.

✓ **Ensuring compliance with regulations**

Adhering to food safety and quality standards is mandatory for F&B outlets. Compliance with local and international regulations, such as HACCP and ISO standards, not only ensures the safety of food but also protects the business from fines or closures. Regulatory compliance demonstrates the outlet's commitment to providing safe and high-quality products.

Key Facts 1.1b: Quality control tools for F& B

Effective food and beverage (F&B) quality control relies on specific tools and practices that ensure high standards are maintained throughout operations. These tools focus on personal hygiene, grooming, and the professional behavior of staff, which are crucial for delivering safe and high-quality products while providing excellent service.

• **Auditing tools & equipment for kitchen**

Auditing tools and equipment in a kitchen is a crucial part of F&B quality control. It ensures that all kitchen areas, from butchery to pastry, are well-maintained, hygienic, and functioning efficiently. Regular audits help identify potential issues, reduce waste, and maintain consistent quality in food preparation.

An auditing checklist is an essential tool to have at hand while planning quality control activity; it outlines all the tasks, standards, and areas that need to be evaluated during the audit. It ensures no critical aspect is overlooked. Below are the specific areas to audit:

Butchery Auditing Tools

1. General cleanliness and hygiene

- Floors, walls, and ceilings are clean, sanitized, and free from debris or blood stains.
 - Cutting surfaces (tables, boards) are sanitized and in good condition.
 - Sinks, drains, and water supply are clean and functional.
 - Trash bins and waste containers are covered and emptied regularly.
 - Proper pest control measures are in place (no signs of rodents, insects, etc.).
-

2. Equipment Maintenance

- Knives, saws, and other cutting tools are clean, sharp, and sanitized.
 - Refrigeration units and freezers maintain correct temperatures.
 - Meat grinders, slicers, and packaging machines are clean and in good working order.
 - Scales are calibrated and functioning accurately.
 - Sterilization equipment (e.g., knife sterilizers) is operational and used consistently.
-

3. Meat Storage

- Raw meat is stored separately from processed or ready-to-eat products.
 - Storage temperatures meet safety standards (below 5°C/41°F for refrigeration, -18°C/0°F for freezing).
 - Meat is properly labeled with production and expiration dates.
 - Storage areas are clean and organized with no signs of contamination.
 - Stock rotation follows the "First In, First Out" (FIFO) principle.
-

4. Food Safety Practices

- Staff wear gloves and aprons during meat handling and change them regularly.

- Proper handwashing facilities are available and used frequently.
 - Cross-contamination risks are minimized (e.g., raw and cooked products handled separately).
 - Procedures for thawing, deboning, and processing meat are followed correctly.
 - Cleaning and sanitizing protocols for cutting boards and equipment are documented and implemented.
-

5. Staff Hygiene

- Staff wear clean uniforms, gloves, hairnets, and protective gear.
 - No jewelry, watches, or loose items are worn during meat handling.
 - Staff health checks ensure no one with symptoms of illness is working.
 - Training on hygiene and safety protocols is up to date.
-

6. Temperature Monitoring

- Digital thermometers or probes are used to check meat temperatures.
 - Temperature logs for storage units are maintained daily.
 - Cold chain integrity is maintained during transportation and delivery.
-

7. Compliance with Regulations

- Licenses and permits for meat handling and processing are up to date.
 - HACCP plans are documented and available.
 - Records of inspections and certifications are current.
 - Waste disposal complies with local environmental regulations.
-

8. Waste and Byproduct Management

- Animal byproducts are stored and disposed of following regulations.
- Waste bins are properly labeled and emptied regularly.

- Blood and fat waste are managed without risk of contamination.
-

9. Customer Area (if applicable)

- Display cases and counters are clean and well-lit.
 - Product labeling includes weight, price, and expiration dates.
 - Sufficient separation between customer areas and processing areas is maintained.
-

10. Safety and Emergency Measures

- First-aid kits are stocked and accessible.
 - Fire extinguishers and emergency exits are marked.
 - Safety protocols for handling sharp tools and heavy equipment are implemented.
 - Safety signage (e.g., "Caution: Slippery Floor") is visible.
-

11. Auditor Notes and Recommendations

Observations: _____

Areas for immediate action: _____

Suggestions for improvement: _____

Hot Kitchen Auditing Checklist

1. General cleanliness and hygiene

- Floors, walls, and ceilings are clean and free of debris or grease.
- Work surfaces and utensils are sanitized and in good condition.
- Sinks, drains, and plumbing are clean and operational.
- Trash bins are emptied regularly and have secure lids.

- Adequate pest control measures are in place.

2. Equipment Maintenance

- Cooking appliances (ovens, stoves, fryers, grills) are clean and functioning correctly.
- Refrigerators and freezers are operating at the correct temperatures.
- Ventilation systems are clean and free of grease buildup.
- Thermometers are calibrated and accurate.
- Emergency shut-off systems for gas and electricity are functional.

3. Food Storage

- Raw and cooked foods are stored separately to prevent cross-contamination.
- All food items are labeled with dates and stored properly.
- Dry storage areas are clean, organized, and pest-free.
- Cold storage temperatures are within safe ranges (below 5°C/41°F for refrigeration, -18°C/0°F for freezing).

4. Food Preparation

- Staff follow proper handwashing procedures.
- Gloves are used where necessary and changed regularly.
- Cutting boards and knives are sanitized after each use.
- Proper procedures are followed for thawing, cooking, and cooling food.
- Hot food is held at 60°C (140°F) or above, and cold food is held at 5°C (41°F) or below.

5. Staff Hygiene

- Staff wear clean uniforms, aprons, and hairnets or caps.
- No jewelry (other than a plain wedding band) is worn during food preparation.
- Health checks for symptoms of illness are conducted regularly.
- Staff are trained on food safety protocols and practices.

6. Fire and Safety Standards

- Fire extinguishers are accessible and inspected regularly.

- Emergency exits are unobstructed and marked.
- First-aid kits are fully stocked and accessible.
- Safety signage (e.g., "Wet Floor" signs) is visible where needed.

7. Cleaning Schedules

- Cleaning schedules are documented and followed consistently.
- High-risk areas (e.g., fryer zones, food prep counters) are cleaned after each shift.
- Dishwashing equipment (manual or machine) is functioning and regularly serviced.

8. Documentation and Compliance

- HACCP plans are updated and readily available.
- Temperature logs for storage and cooking are maintained daily.
- Records of staff training and certifications are up to date.

Pest control and maintenance records are complete and available for review.

9. Waste Management

- Food waste is segregated and disposed of appropriately.
- Oil and grease are disposed of per local regulations.
- Recycling protocols are followed where applicable.

10. Auditor Notes and Recommendations

Additional observations: _____

Immediate corrective actions needed: _____

Recommendations for improvement: _____

Cold kitchen auditing tools/checklist

1. General Cleanliness and Hygiene

- Floors, walls, and ceilings are clean, free from stains, mold, or condensation.

- All preparation surfaces (counters, cutting boards) are sanitized and in good condition.
- Sinks and drains are clean and functioning properly.
- Cleaning tools (mops, cloths, brushes) are properly stored and sanitized.
- Proper pest control measures are in place, with no signs of infestation.

2. Equipment Maintenance

- Refrigerators and chillers are clean and operating at the correct temperatures (below 5°C/41°F).
- Freezers maintain temperatures at -18°C (0°F) or below.
- Temperature-monitoring devices (thermometers) are calibrated and accurate.
- Small appliances (blenders, mixers) are clean and in good working order.
- Ice machines are clean, sanitized, and free from biofilm buildup.

3. Food Storage

- All ingredients are labeled with production/preparation dates and expiration dates.
- Raw and ready-to-eat foods are stored separately to prevent cross-contamination.
- All food is covered or sealed to avoid contamination.
- Stock is rotated according to the "First In, First Out" (FIFO) method.
- Chilled storage areas are clean, organized, and free of spills or debris.

4. Food preparation practices

- Staff follow proper handwashing procedures before and after handling food.
- Gloves are used where necessary and changed frequently.
- Proper cleaning and sanitization procedures are followed for cutting boards and utensils.
- Cold food is maintained at safe temperatures during preparation.
- Thawing of frozen ingredients (if applicable) follows safe methods (in the refrigerator or under running cold water).

5. Staff hygiene

- Staff wear clean uniforms, aprons, and hairnets or caps.
- Jewelry and personal accessories are not worn during food handling.
- Regular health checks are conducted to ensure no one with symptoms of illness is working.
- Staff training on hygiene and food safety is up to date.

6. Temperature monitoring

- Refrigerator and freezer temperatures are logged daily.
- Food temperatures during storage and preparation are checked regularly with calibrated thermometers.
- Delivery temperatures of cold ingredients are verified upon receipt.

7. Compliance with safety standards

- HACCP plans are documented and available for review.
- Food safety regulations and guidelines are followed.
- Certificates and permits for food handling are current and displayed as required.

8. Waste management

- Food waste is disposed of properly and segregated if required (e.g., organic waste, recyclables).
- Trash bins are covered, clean, and emptied regularly.
- Waste disposal follows local environmental regulations.

9. Emergency and safety measures

- First-aid kits are fully stocked and accessible.
- Fire extinguishers and emergency exits are visible and unobstructed.
- Safety signage (e.g., “Slippery Floor” signs) is displayed where necessary.

10. Customer or serving area (if applicable)

- Display units or salad bars are clean and well-maintained.

- Cold food display temperatures are within safe ranges.
- Proper sneeze guards are installed over open food displays.

11. Auditor notes and recommendations

Observations: _____

Areas for immediate corrective action: _____

Recommendations for improvement: _____

Pastry and bakery auditing tools/checklist

1. General cleanliness and hygiene

- Floors, walls, and ceilings are clean, free of dust, flour buildup, and grease.
- Work surfaces, counters, and equipment are sanitized and in good condition.
- Sinks and drains are clean and functioning properly.
- Cleaning tools (cloths, sponges, brushes) are stored correctly and sanitized.
- No signs of pests (rodents, insects, etc.), and pest control measures are in place.

2. Equipment maintenance

- Ovens, mixers, proofing cabinets, and other appliances are clean and functioning properly.
- Refrigeration units are operating at the correct temperatures (below 5°C/41°F).
- Scales are calibrated and working accurately.
- Dough sheeters, cutters, and other specialized tools are cleaned after use.
- Exhaust systems and ventilation hoods are clean and free of grease buildup.

3. Ingredient storage

- All ingredients are labeled with production/preparation and expiration dates.
- Ingredients are stored in clean, dry, and pest-free environments.

- Perishable items (e.g., cream, butter) are stored at appropriate temperatures.
- Stock is rotated following the "First In, First Out" (FIFO) principle.
- Bulk storage containers are covered and labeled.

4. Food preparation practices

- Staff wash their hands before and after handling ingredients.
- Gloves are used when handling ready-to-eat items or perishable fillings.
- Cross-contamination is prevented (e.g., raw eggs are handled separately from baked goods).
- Cutting boards, knives, and other utensils are cleaned and sanitized after use.
- Recipes and measurements are followed accurately to ensure consistency.

5. Baking process

- Oven temperatures are preheated and maintained as required for each product.
- Proofing times and temperatures are monitored for yeast-based products.
- Finished products are cooled in sanitary conditions before packaging.
- Products containing perishable fillings are refrigerated immediately after preparation.

6. Staff hygiene

- Staff wear clean uniforms, aprons, hairnets, or caps.
- Jewelry and accessories are not worn during food preparation.
- Regular health checks ensure that no sick staff are handling food.
- Staff are trained in bakery hygiene and food safety protocols.

7. Packaging and labeling

- Packaging materials are clean and food-grade.
- Products are labeled with clear information on ingredients, allergens, production date, and expiration date.
- Packaging areas are clean and organized.

8. Allergen management

- Allergen-containing ingredients are stored separately from other ingredients.
- Cross-contact risks are minimized through proper cleaning and segregation practices.
- Allergen information is displayed on product labels.

9. Waste management

- Waste bins are covered, labeled, and emptied regularly.
- Food waste is disposed of appropriately, following local regulations.
- Recycling and composting protocols are in place (if applicable).

10. Customer or retail area (if applicable)

- Display cases and counters are clean and well-maintained.
- Products in display units are stored at appropriate temperatures.
- Sneeze guards or protective covers are installed over open food displays.
- Labels in the retail area match production information and include allergen warnings.

11. Documentation and compliance

- Temperature logs for ovens, refrigerators, and freezers are maintained.
- Cleaning schedules are documented and followed.
- HACCP plans or equivalent food safety documentation are available.
- Certificates and permits are current and displayed as required.

12. Safety measures

- First-aid kits are stocked and accessible.
- Fire extinguishers are available and inspected regularly.
- Emergency exits are clear and marked.
- Safety protocols for handling hot equipment and sharp tools are implemented.

13. Auditor notes and recommendations

Observations: _____

Areas for immediate corrective action: _____

Recommendations for improvement: _____

- **Auditing tools & equipment for restaurant outlets**

Auditing tools and equipment in restaurant outlets is essential to maintain service quality, hygiene, and operational efficiency. Regular audits ensure that tools, furniture, and equipment meet safety and quality standards across various sections, from bars to wine cellars. This systematic approach helps prevent service disruptions and improves customer satisfaction.

Auditing tools & equipment for restaurant outlets

1. General cleanliness and hygiene

- Floors, walls, and ceilings are clean, free of stains, grease, or dust buildup.
- Tables, chairs, and countertops are sanitized and in good condition.
- Sinks and drains in kitchen and service areas are clean and functioning properly.
- Cleaning tools (e.g., mops, cloths, brushes) are properly stored and sanitized.
- No signs of pests (e.g., rodents, insects), with pest control measures actively in place.

2. Equipment maintenance

- Kitchen appliances (e.g., ovens, stoves, grills) are clean and functioning properly.
- Refrigeration units are operating at correct temperatures (below 5°C/41°F for chilled and -18°C/0°F for frozen items).
- Dishwashing machines are clean and running efficiently.
- Coffee machines, blenders, and other small appliances are maintained and free of residue.
- Exhaust systems and ventilation hoods are clean and grease-free.

3. Storage areas

- Dry storage areas are clean, organized, and free of pests.

- Ingredients are labeled with production/preparation and expiration dates.
- Refrigerated and frozen items are stored at appropriate temperatures and not overstocked.
- Stock rotation follows the "First In, First Out" (FIFO) principle.
- Bulk storage containers are sealed, labeled, and hygienic.

4. Food preparation practices

- Workstations and cutting boards are cleaned and sanitized between tasks.
- Knives and utensils are stored properly and sanitized after use.
- Staff wash their hands before handling food and wear gloves where appropriate.
- Cross-contamination is avoided (e.g., raw and cooked food are handled separately).
- Recipes and portion controls are followed to ensure consistency.

5. Service equipment

- Service trays, utensils, and serving dishes are clean and in good condition.
- Beverage dispensers (e.g., soda fountains, draft beer systems) are cleaned and sanitized regularly.
- Tableware (plates, glasses, cutlery) is free of cracks, stains, or chips.
- Condiment dispensers are clean and refilled appropriately.

6. Bar equipment (if applicable)

- Cocktail mixers, blenders, and shakers are clean and functional.
- Glassware is spotless and stored correctly to avoid contamination.
- Refrigeration units and ice machines are clean and operating at the correct temperatures.
- Bottle openers, pour spouts, and bar tools are sanitized regularly.

7. Customer seating area

- Tables and chairs are stable, clean, and free of damage.
- Upholstery and cushions are free of stains and tears.

- Lighting fixtures and decor are clean and functional.
- Floors are swept and mopped regularly, with no tripping hazards.

8. Documentation and compliance

- Cleaning and maintenance logs are up to date.
- Equipment service records are maintained.
- Food safety and HACCP documentation are available and accessible.
- Certifications, permits, and licenses are current and displayed.

9. Safety measures

- Fire extinguishers are available and inspected regularly.
- Emergency exits are unobstructed and marked.
- First-aid kits are stocked and accessible.
- Staff are trained in handling hot equipment, sharp tools, and emergency procedures.

10. Waste management

- Waste bins are covered, labeled, and emptied regularly.
- Food waste is disposed of according to local regulations.
- Recycling and composting measures are in place (if applicable).
- Grease traps are cleaned and maintained regularly.

11. Auditor notes and recommendations

Observations: _____

Areas for immediate corrective action: _____

Recommendations for improvement: _____

✓ Bar Auditing

Bar audits focus on checking equipment such as cocktail shakers, blenders, ice machines, and glassware. Auditors should verify that tools are clean, functional, and

stored properly. Inventory checks for spirits, mixers, and garnishes ensure the bar is stocked appropriately. Additionally, temperature-controlled storage for wine and beer must be assessed to maintain beverage quality.

Bar Auditing

1. General Cleanliness and Hygiene

- Bar counters, shelves, and floors are clean, sanitized, and free of spills or stains.
- Glassware, including wine glasses, beer mugs, and cocktail glasses, is clean and free of cracks or chips.
- Ice bins, scoops, and buckets are sanitized and covered when not in use.
- Cleaning tools (e.g., cloths, sponges, brushes) are stored correctly and sanitized regularly.
- No signs of pests (e.g., insects, rodents), and pest control measures are in place.

2. Equipment Maintenance

- Cocktail shakers, strainers, jiggers, and other bar tools are clean, functional, and stored properly.
- Blenders, juicers, and ice machines are clean and functioning efficiently.
- Refrigeration units for wine, beer, and mixers are operating at the correct temperatures (e.g., 7-13°C/45-55°F for wine, below 4°C/39°F for beer).
- Draft beer systems and soda dispensers are cleaned and calibrated regularly.
- Bar sinks and drains are clean and in good working condition.

3. Inventory management

- Spirits, mixers, and garnishes are stored in an organized and labeled manner.
- Opened bottles of wine and mixers are sealed and stored correctly to maintain freshness.
- Stock is rotated using the "First In, First Out" (FIFO) principle to avoid expired products.
- Par levels for spirits, wine, beer, and mixers are established and adhered to.

▪ Inventory discrepancies are investigated and resolved promptly.
4. Beverage Preparation Practices ▪ Measured pours are used to maintain consistency and control costs. ▪ Garnishes (e.g., fruit slices, herbs) are prepared and stored hygienically. ▪ Cross-contamination is prevented (e.g., separate tools for allergens like nuts or dairy-based mixers). ▪ Bartenders wash their hands before handling ice, glasses, and garnishes. ▪ Recipes are followed accurately to ensure beverage quality and consistency.
5. Customer Area ▪ Bar stools, tables, and other furniture are stable, clean, and free of damage. ▪ Lighting around the bar area is functional and provides adequate visibility. ▪ Shelves displaying spirits and wines are clean and well-organized. ▪ Waste bins in the customer area are emptied regularly and covered appropriately.
6. Waste management ▪ Used garnishes, beverage waste, and disposables (e.g., straws, napkins) are disposed of promptly. ▪ Waste bins are labeled, covered, and emptied regularly. ▪ Recycling measures are in place for bottles, cans, and paper waste. ▪ Grease traps and drainage systems (if applicable) are cleaned routinely.
7. Documentation and compliance ▪ Temperature logs for refrigeration units are maintained. ▪ Cleaning schedules for bar tools, equipment, and surfaces are documented and followed. ▪ Inventory and stock usage records are accurate and up-to-date. ▪ Required certifications and permits are displayed and valid.
8. Staff hygiene and training

- Bartenders wear clean uniforms and adhere to hygiene standards.
- Staff are trained in responsible alcohol service and food safety protocols.
- Jewelry and accessories are minimized during service to prevent contamination.
- Regular health checks ensure that no sick staff are handling beverages or equipment.

9. Safety measures

- Fire extinguishers are available and inspected regularly.
- Emergency exits in the bar area are marked and unobstructed.
- First-aid kits are accessible and stocked.
- Staff are trained in handling sharp tools and glassware safely.

10. Auditor notes and recommendations

Observations: _____

Areas for immediate corrective action: _____

Recommendations for improvement: _____

✓ Banqueting Auditing

In banqueting, the condition of service equipment like chafing dishes, buffet stands, and serving trays is critical. Auditors should check for cleanliness, functionality, and proper storage of these items. Table setups, including linens, plates, and cutlery, must be inspected for cleanliness and presentation. AV equipment and lighting systems used during events should also be tested regularly.

Banqueting Auditing

1. General cleanliness and hygiene

- Floors, walls, and ceilings in banqueting areas are clean and free of dust or stains.
- Tables, chairs, and service stations are sanitized and organized.

- Linens (tablecloths, napkins) are clean, ironed, and free of tears or stains.
- Cleaning tools and supplies are stored in designated areas and sanitized regularly.
- Pest control measures are in place, with no signs of pests in food service areas.

2. Equipment maintenance

- Chafing dishes, buffet stands, and serving trays are clean, functional, and stored properly.
- Food warmers and heat lamps are operational and meet safety standards.
- Beverage dispensers, coffee machines, and water stations are clean and functioning correctly.
- Portable cooking equipment (e.g., induction burners) is in good working condition.
- AV equipment (e.g., microphones, projectors, speakers) is tested and operational.
- Lighting systems, including dimmers and decorative lights, are checked for functionality.

3. Table setup and presentation

- Plates, glasses, and cutlery are clean, polished, and free of cracks or chips.
- Table setups follow the event's theme or standard banquet layout guidelines.
- Centerpieces and decorative items are clean, presentable, and placed uniformly.
- Chair covers and decorations (if applicable) are clean and in good condition.
- Buffets are arranged neatly with clear labeling for dishes, including allergen information.

4. Food safety and handling

- Hot and cold dishes are maintained at appropriate temperatures (above 60°C/140°F for hot food, below 5°C/41°F for cold food).
- Staff use gloves and follow hygiene protocols during food service.

▪ Cross-contamination is avoided through separate tools for raw and cooked foods. ▪ Food items are labeled with preparation and expiration times. ▪ Leftover food is stored or discarded following food safety guidelines.
5. Staff hygiene and presentation ▪ Staff wear clean uniforms, aprons, and hairnets or caps. ▪ Staff follow handwashing protocols before handling food or equipment. ▪ Jewelry and accessories are not worn during food preparation or service. ▪ Staff are trained in food safety, customer service, and banquet protocols.
6. Inventory and storage ▪ Service items (plates, utensils, glassware) are stored in clean, organized areas. ▪ Decorative items and centerpieces are properly maintained and stored. ▪ Food storage areas are clean, organized, and follow FIFO principles. ▪ Storage areas for AV and lighting equipment are neat and free from clutter.
7. AV and lighting systems ▪ Microphones, projectors, and speakers are tested for proper operation. ▪ Backup AV equipment is available in case of technical issues. ▪ Event lighting matches the theme and creates a comfortable atmosphere. ▪ Emergency lighting is functional and regularly inspected.
8. Waste Management ▪ Waste bins in the banquet area are labeled, covered, and emptied regularly. ▪ Food waste is separated and disposed of appropriately, following local regulations. ▪ Recycling measures for bottles, cans, and paper waste are implemented. ▪ Cleaning and waste disposal schedules are adhered to during and after events.
9. Safety measures ▪ Emergency exits in the banqueting area are marked and unobstructed.

- Fire extinguishers are available, inspected regularly, and easily accessible.
- Staff are trained in handling hot equipment and emergency procedures.
- First-aid kits are stocked and accessible.

10. Documentation and compliance

- Cleaning and maintenance schedules for banqueting equipment are documented and followed.
- Food safety logs, including temperature checks, are maintained.
- AV and lighting equipment maintenance records are updated.
- Required permits and certifications for events are current and displayed as necessary.

11. Auditor Notes and Recommendations

Observations: _____

Areas for immediate corrective action: _____

Recommendations for improvement: _____

✓ Dining Room Auditing

Audits in the dining room focus on furniture, tableware, and lighting. Chairs and tables must be sturdy and clean, while plates, cutlery, and glassware should be spotless and chip-free. Ambience-related tools like lighting and music systems should also be evaluated to ensure they enhance the dining experience.

Dining Room Auditing

1. General Cleanliness and Hygiene

- Floors, walls, and ceilings are clean and free of stains or dust.
- Windows, blinds, and curtains are clean and free of smudges or damage.
- Furniture, including tables and chairs, is dust-free and sanitized.
- Air quality is fresh, with no unpleasant odors.

2. Furniture Condition and Setup

- Tables and chairs are sturdy, stable, and free of scratches, stains, or damage.
- Upholstery on chairs (if applicable) is clean and free of tears or stains.
- Tables are arranged uniformly and at comfortable distances for guests.
- Highchairs or booster seats are available, clean, and in good condition.

Dining room auditing checklist

1. General cleanliness and hygiene

- Floors, walls, and ceilings are clean and free of stains or dust.
- Windows, blinds, and curtains are clean and free of smudges or damage.
- Furniture, including tables and chairs, is dust-free and sanitized.
- Air quality is fresh, with no unpleasant odors.

2. Furniture condition and setup

- Tables and chairs are sturdy, stable, and free of scratches, stains, or damage.
- Upholstery on chairs (if applicable) is clean and free of tears or stains.
- Tables are arranged uniformly and at comfortable distances for guests.
- Highchairs or booster seats are available, clean, and in good condition.

3. Tableware and presentation

- Plates, bowls, and serving dishes are clean, free of chips, cracks, or stains.
- Cutlery and utensils are polished, rust-free, and neatly arranged.
- Glassware is spotless, free of chips, and polished to remove watermarks.
- Tablecloths, napkins, and runners are clean, ironed, and free of stains or tears.
- Table setups align with the restaurant's service standards or event requirements.

4. Ambience and atmosphere

- Lighting is functional and creates a warm, inviting atmosphere.
- Dimmer switches (if applicable) are operational for adjusting lighting intensity.

▪ Music systems are functional, and the volume level is appropriate for the setting. ▪ Decorative elements (e.g., flowers, candles) are fresh, clean, and well-maintained.
5. Food safety and serving tools ▪ Serving tools (e.g., trays, tongs) are clean and properly stored. ▪ Food covers or cloches are available for maintaining hygiene during service. ▪ Hot and cold food holding equipment is clean and functioning at proper temperatures.
6. Staff presentation and preparedness ▪ Staff uniforms are clean, pressed, and free of stains. ▪ Staff follow hygiene protocols, including regular handwashing. ▪ Staff are trained in proper table setup, serving etiquette, and handling guest needs.
7. Customer comfort and accessibility ▪ Chairs are ergonomically designed for comfort. ▪ Room temperature is maintained at a comfortable level. ▪ Dining spaces are free of obstacles, ensuring easy access for all guests, including those with disabilities. ▪ Restrooms accessible from the dining area are clean, stocked, and operational.
8. Waste Management ▪ Waste bins in the dining area are covered, clean, and emptied regularly. ▪ Leftover food handling protocols are followed to minimize food waste. ▪ Recycling and composting measures are implemented where applicable.
9. Safety Measures ▪ Emergency exits in the dining room are marked and unobstructed. ▪ Fire extinguishers are available, inspected regularly, and easily accessible.

- Safety protocols for handling broken glass or spills are in place and followed by staff.
- First-aid kits are stocked and accessible.

10. Documentation and Compliance

- Maintenance logs for furniture and tableware are updated regularly.
- Records of lighting and sound system checks are maintained.
- Health and safety compliance documentation is available and up-to-date.

11. Auditor Notes and Recommendations

Observations: _____

Areas for immediate corrective action: _____

Recommendations for improvement: _____

✓ Coffee Shop Auditing

In coffee shops, tools like espresso machines, grinders, and milk frothers must be regularly inspected for performance and cleanliness. Storage of coffee beans, syrups, and other ingredients should adhere to temperature and hygiene standards. Seating arrangements and display cases for pastries or snacks should be neat and appealing.

Coffee shop auditing

1. General cleanliness and hygiene

- Floors, walls, and counters are clean, free of dust, spills, and stains.
- Trash bins are covered, emptied regularly, and properly sanitized.
- Windows, mirrors, and display cases are spotless and free of smudges.
- No signs of pests (e.g., rodents, insects) are present, and pest control measures are implemented.

2. Equipment maintenance

- Espresso machines are clean, descaled regularly, and functioning properly.
- Coffee grinders are cleaned daily to avoid residue buildup and ensure optimal performance.
- Milk frothers and steam wands are sanitized after each use and are free of blockages.
- Blenders, ice machines, and other beverage preparation tools are in good working order and cleaned as scheduled.
- Refrigerators and freezers for dairy or other perishables are operating at correct temperatures (below 5°C/41°F).

3. Ingredient Storage

- Coffee beans are stored in airtight containers, away from direct sunlight and moisture.
- Syrups, toppings, and flavorings are labeled with production and expiration dates.
- Perishables (e.g., milk, cream) are stored at appropriate temperatures.
- Bulk ingredients (e.g., sugar, cocoa powder) are stored in clean, labeled, and sealed containers.
- Stock is rotated following the "First In, First Out" (FIFO) principle to avoid spoilage.

4. Food and beverage preparation practices

- Baristas follow proper hygiene protocols, including handwashing before and after preparation.
- Utensils and tools used in preparation are cleaned and sanitized after each use.
- Recipes are followed consistently to maintain quality and portion control.
- Cross-contamination is prevented during preparation, especially for allergen-sensitive beverages.

5. Customer seating area

- Tables, chairs, and highchairs (if available) are clean, stable, and free of damage.

- Furniture is arranged to allow comfortable movement and seating for customers.
- Waste bins in seating areas are clean, emptied frequently, and properly placed.
- Any decorative elements, such as plants or art, are well-maintained and dust-free.

6. Display cases and counters

- Pastry and snack display cases are clean, organized, and appealing.
- Products in display cases are labeled clearly with names, prices, and allergen information.
- Temperature-controlled display units (e.g., for chilled desserts) are functioning correctly.
- Countertops are clutter-free and sanitized regularly.

7. Ambience and atmosphere

- Lighting is bright enough for comfort but does not glare into seating or preparation areas.
- Music systems (if used) function properly, with volume levels appropriate for a relaxing environment.
- Temperature control systems (air conditioning or heating) are operational and maintain a pleasant environment.

8. Staff hygiene and presentation

- Staff uniforms are clean and well-maintained.
- Hairnets or caps are worn when preparing food or beverages.
- Staff avoid wearing jewelry that could pose a hygiene or safety risk.
- Health checks ensure staff handling food or drinks are fit for work.

9. Waste management

- Waste segregation practices are followed (e.g., recycling, food waste).
- Used coffee grounds and other organic waste are disposed of or repurposed properly.

- Trash areas are clean, odor-free, and comply with local waste disposal regulations.

10. Safety measures

- Fire extinguishers are present, inspected regularly, and easily accessible.
- Emergency exits are marked and unobstructed.
- First-aid kits are stocked and accessible.
- Safety protocols for handling hot equipment, such as espresso machines and kettles, are implemented.

11. Documentation and compliance

- Maintenance logs for equipment (e.g., espresso machines, grinders) are updated regularly.
- Cleaning schedules for tools, storage areas, and seating spaces are documented.
- Temperature logs for refrigerators and freezers are maintained.
- Food safety certifications and permits are current and displayed as required.

12. Auditor Notes and Recommendations

Observations: _____

Areas for immediate corrective action: _____

Recommendations for improvement: _____

Wine Cellar Auditing

Auditing a wine cellar involves checking storage racks, temperature controls, and inventory accuracy. Proper ventilation and humidity levels should be maintained to preserve wine quality. Security systems must also be evaluated to protect high-value inventory.

Wine Cellar Auditing

1. General cleanliness and hygiene

- Floors, walls, and ceilings are clean, dry, and free of dust or mold.
- Storage areas are free from pests (e.g., rodents, insects), with effective pest control measures in place.
- Cleaning supplies are stored away from wine storage areas to prevent contamination.

2. Storage conditions

- Wine racks and shelving are sturdy, clean, and designed to prevent bottles from slipping or breaking.
- Bottles are stored horizontally to keep corks moist and preserve wine quality.
- Appropriate spacing is maintained between bottles to avoid damage during handling.
- Labels on bottles are intact and legible, without signs of moisture or wear.

3. Temperature and humidity control

- Temperature is maintained between 10°C and 15°C (50°F and 59°F), suitable for wine preservation.
- Humidity levels are kept between 60% and 70% to prevent corks from drying out or labels from peeling.
- Thermometers and hygrometers are present, functioning properly, and calibrated regularly.
- Air conditioning or cooling systems are operational and maintained according to manufacturer guidelines.

4. Ventilation

- Adequate ventilation ensures the wine cellar is free of stale air or strong odors that could affect wine quality.
- Air vents and filters are clean and checked periodically for efficiency.

5. Inventory management

- A comprehensive inventory list of all wines, including vintage, origin, and quantity, is maintained.
- Inventory is regularly audited to ensure accuracy and detect discrepancies or spoilage.
- Stock rotation follows the "First In, First Out" (FIFO) principle to prioritize older wines for consumption or sale.
- High-value or rare wines are logged separately for enhanced tracking and care.

6. Security systems

Access to the wine cellar is restricted to authorized personnel only.

Security cameras and alarm systems are installed and functioning correctly.

Locks or access control systems (e.g., keypads, biometric scanners) are in place and regularly inspected.

7. Lighting

- Lighting is sufficient for navigation but low-intensity to prevent heat or light exposure to the wine.
- UV-filtered bulbs or LED lights are used to minimize the risk of damaging wine quality.

8. Staff Training and Handling

- Staff are trained in proper handling and storage of wine bottles to avoid damage.
- Guidelines for inspecting and cleaning wine racks and bottles are followed consistently.
- Health and hygiene standards for staff working in the wine cellar are upheld.

9. Documentation and Compliance

- Temperature and humidity logs are maintained to ensure storage conditions are consistent.

- Cleaning and maintenance schedules for the cellar, equipment, and storage racks are documented.
- Compliance with local alcohol storage regulations is verified and documented.
- Certifications or permits for wine storage and sale are current and displayed as required.

10. Auditor Notes and Recommendations

Observations: _____

Areas for immediate corrective action: _____

Recommendations for improvement: _____

Room Service Auditing

For room service, audits focus on equipment like food warmers, serving trolleys, and portable coffee machines. These items must be in excellent working condition to ensure timely and high-quality delivery. Hygiene and proper storage of room service trays and cutlery are equally important.

Room Service Auditing

1. General Cleanliness and Hygiene

- Food warmers, trolleys, and coffee machines are clean, sanitized, and free of visible dirt or food residue.
- Trays, cutlery, and serving ware are washed and sanitized after each use.
- Storage areas for room service equipment are organized and pest-free.
- Linens used for tray covers are clean, stain-free, and neatly folded.

2. Equipment Maintenance

- Food warmers maintain consistent temperatures to keep food hot during delivery.

- Serving trolleys are in good working condition, with wheels and handles functioning smoothly.
- Portable coffee machines are clean, descaled, and operational.
- Refrigerated units on trolleys (if applicable) are functioning and temperature-compliant.

3. Inventory and Stock Management

- Adequate stock of room service items, including plates, cutlery, and condiments, is maintained.
- Supplies like napkins, salt and pepper shakers, and mini condiments are replenished regularly.
- Fresh and quality ingredients for on-demand beverages or snacks are available in the preparation area.

4. Food Handling and Presentation

- All food items are properly covered during transportation to prevent contamination.
- Hot and cold items are separated to maintain their respective temperatures.
- Room service trays are set up neatly, with all requested items arranged attractively.
- Food and beverage portions match the order specifications to ensure accuracy.

5. Hygiene Standards for Staff

- Room service staff maintain personal hygiene, wearing clean uniforms, aprons, and gloves as required.
- Hands are washed before handling trays or food items.
- Staff are trained in food safety and customer service protocols.

6. Delivery Timeliness and Efficiency

- Delivery schedules are tracked, and delays are documented for corrective action.

• Communication between the kitchen, room service, and housekeeping ensures smooth coordination. • Trolleys and trays are prepped in advance for high-demand periods.
7. Customer Interaction and Feedback • Staff are courteous, professional, and attentive during deliveries. • Feedback forms or digital systems are available for customers to share their experience. • Common customer complaints, such as missing items or cold food, are logged and addressed promptly.
8. Documentation and Compliance • Maintenance logs for equipment such as warmers and trolleys are kept up to date. • Cleaning schedules for room service areas and equipment are documented and followed. • Compliance with food safety and local health regulations is ensured and regularly reviewed.
9. Waste Management • Leftover food and used items are promptly cleared from guest rooms to maintain hygiene. • Waste bins on trolleys are emptied regularly and cleaned to prevent odors. • Disposable items, such as paper napkins or single-use cutlery, are discarded responsibly.
10. Auditor Notes and Recommendations Observations: _____ Areas for immediate corrective action: _____ Recommendations for improvement: _____

Storage Standards for Food & Beverages

Auditing food and beverage storage ensures compliance with safety and quality standards. Cold storage areas like refrigerators and freezers must be maintained at proper temperatures. Dry storage spaces should be clean, organized, and pest-free. FIFO (First-In, First-Out) inventory rotation should be implemented to reduce waste and maintain freshness.

Storage Standards for Food & Beverages

1. General Cleanliness and Hygiene

- Storage areas (cold, frozen, and dry) are clean, well-organized, and free from spills or debris.
- Shelving, containers, and racks are sanitized regularly to prevent contamination.
- No signs of pests (rodents, insects, etc.), and pest control measures are in place.
- Cleaning schedules for storage areas are documented and adhered to.

2. Temperature and Humidity Control

- Refrigerators and freezers maintain proper temperatures (below 5°C/41°F for refrigerators and -18°C/0°F for freezers).
- Temperature logs are maintained and regularly reviewed.
- Dry storage areas are kept at a cool and consistent temperature, with humidity levels controlled to prevent mold or spoilage.
- Thermometers and humidity monitors are calibrated and functioning accurately.

3. Inventory Management

- All items are labeled with production, preparation, or expiration dates.
- FIFO (First-In, First-Out) inventory rotation is implemented to reduce waste and ensure freshness.

• Expired or spoiled items are discarded immediately and documented. • Stock levels are monitored to avoid overstocking or shortages.
4. Storage Practices • Food and beverages are stored in appropriate containers, with lids or covers to prevent contamination. • Perishable items, such as dairy, meat, and seafood, are stored separately to avoid cross-contamination. • Allergens are stored separately from other ingredients, with clear labeling. • Bulk items are kept in clean, labeled, and sealed containers.
5. Organization and Accessibility • Storage areas are arranged to allow easy access to frequently used items. • Heavy items are stored on lower shelves to prevent accidents. • Clear labeling and categorization ensure efficient retrieval of ingredients. • Aisles and pathways are free of clutter to maintain safety.
6. Food Safety Compliance • Compliance with HACCP (Hazard Analysis and Critical Control Points) standards or equivalent food safety protocols is ensured. • Regular inspections are conducted to meet local food safety and health regulations. • Staff are trained in proper storage techniques and food safety guidelines.
7. Waste management • Expired or damaged goods are segregated and disposed of appropriately. • Waste bins in storage areas are covered and emptied regularly. • Recycling protocols are followed for packaging materials, where applicable.
8. Security measures • Storage areas are locked and access is limited to authorized personnel.

- High-value items (e.g., premium beverages or rare ingredients) are stored in secure locations.
- Surveillance systems (if applicable) are checked for functionality.

9. Documentation and records

- Temperature logs for refrigerators and freezers are updated daily.
- Inventory records are maintained and reviewed for accuracy.
- Pest control schedules and cleaning logs are documented and up to date.
- Certificates or permits for food storage compliance are displayed as required.

10. Auditor Notes and Recommendations

Observations: _____

Areas for immediate corrective action: _____

Recommendations for improvement: _____

• Development of kitchen and restaurant audit plan.

This plan outlines the procedures and guidelines for regular inspections, helping to maintain consistency in safety, hygiene, and service. A well-structured audit plan also assists in identifying areas for improvement and ensuring compliance with regulations.

Element	Description
Overview of Audit Plan	An audit plan for a kitchen and restaurant outlet outlines the processes and schedules for inspecting key areas of operations. It includes details on what will be inspected, who will perform the audit, how often it will take place, and what standards will be used. The plan should cover various sections of the establishment, such as the kitchen, dining room, bar, and storage areas. It is essential to use both qualitative and quantitative measures to evaluate compliance with food safety and service quality standards.

Impact on Food and Beverage Quality Control	Ensures consistent preparation, presentation, and safety of food and beverages. - Identifies and mitigates risks of contamination, spoilage, and non-compliance. - Improves inventory management, reducing waste and ensuring fresh ingredients. - Enhances customer satisfaction through adherence to high-quality standards.
Ethics of Food and Beverage Auditor	Auditors must be impartial, unbiased, and objective during the audit process. - ensuring confidentiality of any sensitive information, and avoiding conflicts of interest. - Recommendations should be practical, actionable, and in the best interest of food safety and quality. - Avoid conflicts of interest by maintaining professionalism at all times.
Impact of the Audit Plan on Food and Beverage Quality Control	A well-developed audit plan directly impacts the overall quality control of food and beverages by ensuring consistent monitoring of every operational aspect. Regular audits identify potential risks, such as contamination or equipment malfunction, that could compromise food quality or safety. By systematically reviewing processes, the audit plan helps prevent violations of health codes and reduces waste, enhancing operational efficiency. Additionally, it supports continuous improvement by providing data and insights that can be used to refine processes and staff training.
Objectives	- Ensure compliance with food safety laws (HACCP, ISO standards, local regulations). - Improve operational efficiency in the kitchen and restaurant. - Enhance customer trust and satisfaction by delivering high-quality food and beverages. - Train staff to maintain hygiene, food handling standards, and efficient workflows.

✓ **Audit Plan Template**

An audit plan template typically includes the following sections:

-  Audit scope: outline of areas to be audited (e.g., kitchen, bar, dining room).
 -  Audit frequency: how often audits will occur (e.g., daily, weekly, monthly).
 -  Audit checklist: a list of items to inspect, such as cleanliness, equipment functionality, food safety, and staff performance.
 -  Audit procedure: a step-by-step guide on how the audit will be conducted.
 -  Auditor's responsibilities: the role and responsibilities of the auditor.
 -  Corrective actions: a plan for addressing any issues found during the audit, including timelines for resolution.
- Signatures: space for auditor and management to sign off on the audit completion and corrective actions.

A sample of an audit plan for food and beverage: Food and beverage service audit plan for Maramara Luxury Hotel

This audit plan is tailored for the Food and Beverage (F&B) department of Maramara Luxury Hotel to ensure compliance with luxury standards, food safety regulations, and exceptional guest experiences.

✓ **Overview of the audit plan**

The plan focuses on maintaining excellence in food quality, service delivery, hygiene, and compliance with international food safety standards. Audits will evaluate kitchen operations, restaurant service, bar operations, and banquet services to identify areas for improvement and ensure consistency in luxury hospitality.

✓ **Objectives**

- a. Maintain high-quality food preparation and service standards.
- b. Ensure compliance with HACCP, ISO 22000, and local food safety regulations.
- c. Enhance guest satisfaction through consistent and personalized service.
- d. Optimize operational efficiency to minimize waste and maximize productivity.
- e. Identify and address gaps in training, service protocols, or infrastructure.

✓ **Scope and areas of focus**

Area	Audit Focus
Kitchen Operations	Hygiene, ingredient storage, food preparation practices, equipment maintenance, and staff training.
Restaurant Service	Table setup, order accuracy, service timing, and guest interaction quality.
Bar Operations	Beverage preparation, bar cleanliness, stock management, and bartender professionalism.
Banquet/Events Services	Set up and teardown efficiency, buffet presentation, food replenishment, and event-specific service.

✓ **Audit Frequency**

Weekly spot checks: Conducted by F&B supervisors to ensure daily compliance.

Monthly internal audits: Led by F&B managers for an in-depth review of operations and service delivery.

Quarterly external audits: Conducted by quality assurance or external consultants to validate compliance with luxury standards and regulatory requirements.

✓ **Methodology**

Observation: Assess staff practices during peak and off-peak hours.

Documentation review: Verify temperature logs, cleaning schedules, and inventory records.

Guest feedback: Analyze feedback forms, online reviews, and complaint logs.

Testing and sampling: Conduct food and beverage quality checks during the audit.

✓ **Audit Checklist**

Audit Area	Checklist Items	Status (✓/✗)	Comments/ Findings	Corrective Action	Deadline
Kitchen Hygiene	Are work surfaces clean and sanitized? Is the temperature of refrigerators and freezers within the safe range?				
Food Quality	Are ingredients fresh and stored properly? Are portion sizes consistent and aligned with menu descriptions?				
Service Standards	Are servers knowledgeable about the menu and able to recommend items? Are orders delivered within the expected time frame?				
Beverage Service	Are bar counters clean and free from spills? Are beverages prepared according to the hotel's luxury standards?				
Banquet Operations	Is the buffet presentation visually appealing?				

	Are dietary restrictions and guest requests accommodated effectively?				
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7. Ethics of the Audit

Impartiality: Ensure the audit is unbiased and objective.

Confidentiality: Maintain confidentiality of audit findings and hotel-specific data.

Constructive Feedback: Provide actionable recommendations for improvement without assigning blame.

8. Reporting and documentation

Audit report structure:

- **Executive Summary:** Key findings and overall performance rating.
- **Detailed Observations:** Insights from each area audited.
- **Recommendations:** Actionable steps to resolve issues or improve performance.
- **Corrective Action Plan:** Timeline and accountability for implementing changes.
- **Review Meetings:** Conduct regular review meetings with F&B leadership to discuss findings and track progress.

9. Follow-Up Actions

- Implement corrective actions based on audit findings, with assigned responsibilities and deadlines.
- Conduct re-audits to verify resolution of identified issues.
- Arrange training sessions for staff to address gaps in knowledge or service standards.

This plan is designed to ensure Maramara Luxury Hotel delivers a consistent, high-quality food and beverage experience, in line with its reputation as a luxury destination.



Activity 2: Guided Practice



Task 3:

1. Referring to the previous scenario, create a **comprehensive quality control plan** that addresses the challenges and ensures consistent, high-quality operations across all sections of the outlet.
 - a. How would you design an audit schedule for different sections (e.g., kitchen, bar, pastry)?
 - b. What methods would you use to monitor compliance and gather feedback during the initial stages of implementation?
 - c. What metrics or indicators would you use to measure the effectiveness of the quality control plan once implemented?
 - d. How would you ensure continuous improvement of the plan over time?



Activity 3: Application



Task 4:

1. Read the scenario: developing a food and beverage quality control plan

You are the newly appointed F&B quality control in charge of an upscale restaurant that includes the following facilities: hot kitchen, cold kitchen, pastry and bakery, bar, dining room, and room service operations. The restaurant has recently experienced issues such as customer complaints about inconsistent food quality, hygiene concerns, and inventory discrepancies. Currently, there is no formal quality control system, and staff follow ad hoc procedures. Your responsibility is to create a **detailed quality control plan** to address these challenges and establish a structured approach for monitoring and maintaining high standards across all operations.

- a. Plan activities and tasks to be carried out

- b. Create detailed checklists for auditing storage areas (e.g., refrigerators, dry storage).
Design separate audit tools for different sections. Develop a schedule for routine inspections and audits of each section.
 - c. Plan how to document findings and communicate them to the team.
 - d. Introduce methods for staff feedback to identify and address ongoing issues.
2. Present the plan to your class and gather their input.
 3. Make necessary adjustments and prepare for implementation.



Formative Assessment

1. What is the primary goal of food and beverage quality control?
 - a. To increase profits
 - b. To ensure compliance with health and safety standards deliver customer satisfaction while maintaining safety and hygiene standards
 - c. To minimize training requirements
2. Which tool is commonly used to monitor food storage temperatures?
 - a. Stopwatch
 - b. Thermometer
 - c. Weighing scale
 - d. Hygrometer
 - e. HACCP stands for:
 - a) Hazard Analysis and Critical Control Points
 - b) Health Assurance and Control Protocol
 - c) Hygiene Assurance for Catering Professionals
 - d) Hazard Control and Contamination Prevention
3. What is the "First In, First Out" (FIFO) principle?
 - a) A storage method to use the oldest items first
 - b) A service principle to serve customers in the order they arrived
 - c) A cooking method to prioritize faster recipes
 - d) A cleaning method to sanitize older tools first

4. Which of the following is NOT a compliance standard for F&B quality control?
 - a) ISO 22000
 - b) HACCP
 - c) GMP (Good Manufacturing Practices)
 - d) FIFO
5. Define "Standard Operating Procedure (SOP)" in the context of F&B quality control.
6. What is meant by "auditing tools and equipment" in kitchen quality control?
7. List four key components of F&B quality control.
8. List three roles of staff in F&B quality control.
9. Explain why compliance with HACCP is important in F&B outlets.
10. Why is customer satisfaction considered a cornerstone of F&B quality control?
11. How does quality control help in reducing waste and managing costs in F&B operations?
12. Sophie is conducting a grooming check for her staff. What are three key aspects she should evaluate?
13. Mr. James notices inconsistent dish presentation in his seafood restaurant. Suggest two tools he can use to maintain consistency.
14. During an audit, Lily finds that refrigeration logs are incomplete. What immediate action should she take?
15. F&B quality control only focuses on food preparation, not service standards.
16. Regular staff training has no direct impact on quality control standards.
17. Pest control is an essential part of maintaining F&B quality standards.
18. The _____ is a framework used to ensure food safety by identifying and controlling risks.
19. A _____ is a document used during audits to ensure all critical areas are evaluated.



Points to Remember

- Set Clear Quality Standards: Define specific quality criteria for food and beverages (e.g., appearance, taste, temperature).
- Develop Inspection Procedures: Create step-by-step processes for checking quality at each stage (receiving, storage, preparation, service).
- Train Staff: Ensure all staff members are trained to identify quality issues and follow quality control procedures.
- Consistent quality in food and service leads to customer loyalty, positive reviews, and repeat business, strengthening the outlet's reputation.
- Quality control minimizes waste, optimizes resource usage, and reduces inefficiencies, contributing to the overall profitability of the establishment.
- Quality control ensures compliance with health and safety regulations like HACCP and ISO 22000, safeguarding customer health and building trust.



Self-Reflection

1. Re-take the self-assessment they did at the beginning of the unit. Read the statements across the top. Put a check in a column that best represents your level of knowledge, skills, and attitudes.

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills, and attitudes					
Define the scope of quality control in F&B.					
Describe the key standards and principles of food safety (e.g., HACCP, ISO 22000).					

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills, and attitudes					
Explain the relationship between quality control and customer satisfaction.					
Describe the importance of standard operating procedures (SOPs) in maintaining consistency.					
Identify and evaluate quality issues in food and beverages.					
Apply quality control measures in real-time operations.					
Review and improve F&B processes.					
Follow procedures for ensuring food safety, hygiene, and consistency.					
Select tools for F&B quality control.					
Check personal hygiene guidelines.					
Demonstrate professional standards of appearance in F&B outlets.					
Apply professional ethics and basic etiquette.					

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills, and attitudes					
Identify tools and equipment needed for auditing kitchens, bars, and restaurants.					
Describe principles of proper food and beverage storage (e.g., FIFO, temperature controls)					

2. Fill in the table below and share results with the trainer for further guidance.

Areas of strength	Areas for improvement	Actions to be taken to improve
1.	1.	1.
2.	2.	2.
3.	3.	3.

UNIT 2: CONDUCT QUALITY CONTROL AUDIT



Unit summary

This unit provides you with the knowledge, skills and attitudes required to conduct quality control audit. It covers checking the HACCP implementation in kitchen and restaurant, verifying quality of food and beverage reception, verifying quality of food and beverage storage, monitoring quality of food preparation process as well as monitoring quality of service for food and beverage.

Self-Assessment: Unit 2

1. Referring to the unit illustrations above, discuss the following:
 - a. What do the illustrations show?
 - b. What is the difference between the different images in the illustration?
 - c. What do you think this unit is about based on the illustrations?
2. Fill in and complete the self-assessment table below to assess your level of knowledge, skills, and attitudes under this unit.
 - a. There is no right or wrong way to answer this assessment. It is for your reference and self-reflection on the knowledge, skills, and attitudes acquired during the learning process.
 - b. Think about yourself: do you think you have the knowledge, skills, or attitudes to do the task? How well?
 - c. Read the statements across the top. Put a check in a column that best represents your level of knowledge, skills, and attitudes.

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills, and attitudes					
Explain HACCP guidelines and sanitation protocols.					
Describe procedures, documentation, and purchase specifications.					
Describe storage conditions (temperature, humidity, shelf-life), inventory rotation (FIFO)					
Describe stages of preparation, safe cooking temperatures,					

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills, and attitudes					
and cross-contamination prevention.					
Identify food safety practices, quality service criteria (presentation, portioning, timing)					
Conduct inspections based on standards					
Verify the quality of the received goods					
Assess storage and monitor conditions					
Monitor preparation processes					
Assess service quality					



Key Competencies:

Knowledge	Skills	Attitudes
1. Explain HACCP guidelines and sanitation protocols	1. Conduct HACCP-compliant cleanliness inspections.	1. Demonstrate attention to detail during inspections.
2. Describe procedures, documentation, and purchase specifications	2. Verify the quality of food and beverages upon reception.	2. Value adherence to food safety and HACCP standards.
3. Describe storage conditions (temperature, humidity, shelf-life), inventory rotation (FIFO)	3. Inspect food and beverage storage conditions.	3. Exhibit commitment to maintaining high-quality services.
4. Describe stages of preparation, safe cooking temperatures, and cross-contamination prevention	4. Monitor food preparation processes for quality standards.	4. Promote a culture of cleanliness and safety.
5. Identify food safety practices, quality service criteria (presentation, portioning, timing)	5. Assess service quality against criteria.	5. Show adaptability to address quality control challenges.
6. Explain HACCP guidelines and sanitation protocols	6. Prepare comprehensive quality control audit reports.	6. Foster a proactive approach to resolving issues.
7. Describe procedures, documentation, and purchase specifications	7. Collaborate effectively to address quality issues.	7. Encourage continuous improvement and learning.



Discovery activity:



Task 5:

1. Read and answer the questions below
 - a. How do you ensure that cleanliness in a kitchen or restaurant complies with HACCP standards?
 - b. What steps do you take when you notice a cleanliness issue in a food preparation area?
 - c. How do you verify the quality of food and beverage deliveries to ensure they meet specifications?
 - d. What would you do if a supplier delivered goods that didn't meet your quality expectations?
 - e. How do you ensure food and beverages are stored under proper conditions?
 - f. What methods do you use to manage inventory and ensure items are rotated correctly?
 - g. How do you monitor the food preparation process to ensure quality and safety are maintained?
 - h. How do you handle situations where a food preparation step does not meet established standards?
 - i. How do you monitor the quality and safety of food and beverage service?
 - j. How do you respond to customer feedback regarding food or service quality, and what steps do you take to address their concerns?

Topic 2.1: Checking HACCP implementation in the kitchen and restaurant



Activity 1: Problem Solving



Task 6:

1. Read and answer the questions below
 - a. You notice a recurring issue with improper sanitation of cooking equipment. What steps would you take to identify the root cause and implement a solution?
 - b. A delivery arrives with incomplete documentation and items at incorrect temperatures. How would you handle this situation to ensure quality and compliance?
 - c. Examine a sample delivery receipt with discrepancies. Identify the issues and draft a response to the supplier.
 - d. The refrigerator temperature fluctuates outside the safe range overnight. How would you address this issue to ensure food safety and prevent waste?
 - e. Analyze a storage checklist with missing items and incorrect practices. Suggest improvements and preventive measures.
 - f. During meal preparation, you observe an employee using the same cutting board for raw meat and vegetables. What actions would you take to address the issue immediately and prevent future occurrences?
 - g. A customer complains about their meal being served cold. How would you handle the situation to resolve their concern and prevent similar incidents?
 - h. Role-play a situation where you must coach a team member on improving service quality based on a specific incident.

Key Facts 2.1a: Checking HACCP Implementation in the kitchen and restaurant



- **HACCP guidelines**

HACCP (Hazard Analysis and Critical Control Points) is a systematic approach to food safety management that is highly applicable in a hotel kitchen. It focuses on identifying, evaluating, and controlling food safety hazards to ensure that the food served to guests is safe for consumption. Below is how HACCP can be applied in a hotel kitchen:

- **Principles of HACCP in a Hotel Kitchen**

HACCP involves seven principles, tailored to manage the specific risks of a hotel kitchen:

- ✓ **Conduct a Hazard Analysis:** Identify potential biological, chemical, and physical hazards at every step of the food preparation process, such as:

-  Receiving raw ingredients

-  Storage

-  Preparation

-  Cooking

-  Serving

- ✓ **Determine Critical Control Points (CCPs):** Pinpoint stages where control is essential to prevent or eliminate food safety hazards. Examples in a hotel kitchen include:

-  Proper refrigeration to prevent bacterial growth.

-  Ensuring cooking temperatures destroy pathogens.

- ✓ **Establish Critical Limits:** Set acceptable limits for CCPs, such as:

-  Cooking temperatures (e.g., chicken must reach 75°C/165°F).

-  Storage temperatures (e.g., below 5°C for perishables).

- ✓ **Establish Monitoring Procedures:** Define how CCPs will be monitored, including:

-  Regular temperature checks of refrigerators and freezers.

-  Visual inspection of cleanliness in food preparation areas.

- ✓ **Establish Corrective Actions:** Specify actions to be taken when critical limits are not met. For example:

-  Discarding food that has been in the temperature danger zone for too long.

-  Re-calibrating equipment if temperatures are incorrect.

- ✓ **Establish Verification Procedures:** Ensure the system is working effectively through:

-  Periodic audits.

-  Review of monitoring records.

-  Laboratory testing of food samples.

- ✓ **Establish Record-Keeping and Documentation:** maintain records of:

-  Temperature logs.

-  Cleaning schedules.

-  Supplier certifications.

- **Implementing HACCP in a hotel kitchen & restaurant**

HACCP helps hotel kitchens ensure that food is safe to eat and free from foodborne illnesses. HACCP is relevant to all food-based industries, including food delivery, handling, packing, and storage.

HACCP is equally critical in restaurants as it is in kitchens, ensuring food safety and compliance with regulatory standards. In a restaurant setting, HACCP focuses on identifying, preventing, and managing food safety hazards across all stages of food preparation and service.

Here are detailed specific applications:

- ✓ **Buffet Service:** Monitor hot and cold holding temperatures regularly.
- ✓ **Takeaway and Delivery:** Ensure food packaging maintains temperature and hygiene standards.
- ✓ **Desserts and Ready-to-Eat Foods:** Prevent cross-contamination by handling them separately from raw ingredients.

Below are the advantages of HACCP to food establishments:

-  **Ensures food safety:** protects guests from foodborne illnesses by minimizing risks in the food preparation process.
-  **Compliance with Regulations:** adheres to local and international food safety laws and standards.
-  **Builds customer trust:** demonstrates commitment to high food safety standards, enhancing the hotel's reputation.
-  **Reduces waste:** improves efficiency by preventing contamination and minimizing food wastage.
-  **Minimizes legal risks:** reduces the likelihood of lawsuits or fines related to food safety incidents.

So, to integrate HACCP in your workplace, you have to follow these steps:

-  **Team formation:** assemble food safety team including chefs, kitchen supervisors, and quality control personnel to oversee HACCP implementation.
-  **Process mapping:** create a flow diagram of food operations in the kitchen, from receiving ingredients to serving meals. Identify hazards at each step.

 Risk assessment: analyze potential hazards and evaluate their severity and likelihood. Examples of hazards include:

- Biological: Bacteria like Salmonella in raw poultry.
- Chemical: Cross-contamination from cleaning agents.
- Physical: Metal fragments from kitchen equipment.

 Training: train staff on: food handling practices, monitoring CCPs and corrective actions in case of deviations.

 Infrastructure and Equipment: ensure the kitchen is equipped with:

- Thermometers and temperature-monitoring devices.
- Proper storage facilities (cold rooms, freezers).
- Clearly labeled storage for raw and cooked foods.

 Monitoring and Documentation: develop log sheets and schedules for routine monitoring of CCPs and maintain proper documentation for audits.

- **Auditing techniques**

Key techniques for auditing kitchen and restaurant cleanliness

- ✓ Visual Inspections: Walkthroughs of kitchen and dining areas to look for cleanliness issues such as dirty floors, greasy equipment, and unorganized storage. Example: Check if kitchen surfaces are free of spills or residue.
- ✓ Sanitation Audits: Check the cleanliness of food prep tools, dishes, and utensils, ensuring they are sanitized and stored correctly. Example: Are knives and cutting boards washed and sanitized after each use?
- ✓ Temperature Monitoring: Ensure that food storage areas (fridges and freezers) are operating at the correct temperatures, as improper temperatures can encourage bacterial growth. Example: Measure fridge temperatures to ensure they stay below 5°C.
- ✓ Hygiene Audits: Check staff hygiene practices, including hand washing, glove use, and uniform cleanliness. Example: Ensure staff are following the procedure for washing hands after handling raw foods.
- ✓ Pest Control Audits: Check for signs of pests and ensure proper pest control measures are in place. Example: Look for signs of rodent activity in storage areas.

- ✓ Food Waste Audits: Review food waste practices to ensure that discarded food is handled hygienically and that the kitchen minimizes waste. Example: Ensure food scraps are stored in covered, pest-proof bins.

- **Auditing tools**

While auditing, you need some auditing tools to achieve your goals. Some of them are listed below:

- ✓ Audit Checklist: A structured list of items to check for cleanliness and compliance.
- ✓ Sanitizer Test Strips: For checking the concentration of sanitizing solutions.
- ✓ Inspection Logs: To record inspection findings, corrective actions, and staff performance.

For regular audits, an evaluation checklist is used to assess the cleanliness and hygiene of kitchen and restaurant areas. It serves as a guide, ensuring all aspects of cleanliness and food safety are evaluated systematically.

- **Checking Kitchen Cleanliness**

Kitchen areas which include: walls, work surfaces, windows, grease traps under sinks, sinks, drains, overflows and floors.

- ✓ The right type and amount of cleaning and sterilizing agents for the job are made ready and used according to instructions.
- ✓ The right type of cleaning equipment and cloths for the job are made ready and used according to instructions.
- ✓ Dirty kitchen items are carefully gathered and dealt with according to hotel policy/rules and regulations.
- ✓ The cause of any unpleasant smell is identified and the problem is either put right or immediately reported to a supervisor.
- ✓ Kitchen equipment for which the employee is responsible is handled and cleaned according to hotel procedures.
- ✓ Kitchen areas are cleaned according to hotel procedures.
- ✓ Shelving, cupboards, and drawers are left clean and tidy.

- ✓ Floors are washed clean according to house procedures and the manufacturer's instructions.
- ✓ Garbage, oils and fats, and food waste are disposed of according to house procedures.
- ✓ Garbage and waste containers are cleaned according to house procedures
- ✓ During the cleaning of the kitchen, foods are not left uncovered, nor do they come into contact with cleaning agents.
- ✓ Cleaning agents and equipment are stored according to hotel rules.
- ✓ Problem situations (power failure in any area, faulty outlets, absence of water, absence of necessary materials, unusual smells or sounds) are noticed and immediately reported to a supervisor.
- **Checking kitchen tools, Equipment, and cutlery Cleanliness:**

Equipment may include (cooking equipment such as ovens, boiling tops, ranges, griddle, grills, salamanders/broilers, fryers, bainsmarie, hot plates, bratt pans, stock pots, steamers, barbeques, microwave ovens, band-saw; kitchen machinery - gravity-feed slicers, mixers, food processors, dicer/slicers, coffee machines, coffee bean grinders, coffee/tea makers, toasters, waffle makers, ice cream makers; food smoking equipment and refrigeration equipment such as freezers, refrigerators, as well as cold rooms).

 - ✓ The right type and amount of cleaning equipment and cloths are made ready and used according to instructions.
 - ✓ Dishes, utensils, and cutlery are cleaned according to instructions.
 - ✓ Dishes, utensils, and cutlery are left clean and dry.
 - ✓ Clean dishes, utensils, and cutlery are stored according to instructions.
 - ✓ Shelving, cupboards, and drawers are left clean and tidy
 - ✓ Damaged dishes, utensils, and cutlery are separated from other dishes and cutlery and immediately reported to a supervisor
 - ✓ Before cleaning, kitchen equipment is turned off, unplugged where appropriate, and allowed to cool.
 - ✓ Kitchen equipment is handled safely and cleaned according to instructions.

- ✓ Kitchen equipment is left clean, dry, and correctly put back together where appropriate.
- ✓ Cleaning agents and equipment are stored according to safety and hotel rules.
- ✓ Problem situations are noticed and immediately reported to a supervisor.
- ✓ Verify that pest control measures are in place and effective: Are there pest traps in areas where food is stored or prepared?
- ✓ Kitchen cleaning schedules are documented for all areas and equipment: is there a weekly deep-cleaning schedule for all cooking equipment?

- **Checking cleanliness in a restaurant**

Checking of food service items: these may include: table mats, linen or disposable linen, cutlery, crockery, glassware, salt, pepper and sugar containers, table lamps or candle-holders, table decorations and accessories, bread baskets, cream, dressing, condiment and/or other cold sauce containers, water jugs, coffee machines or beverage-heating machines, trays, wine buckets, trolleys, menu holders and waiters' sideboards.

- ✓ The restaurant pantry and any other areas for holding service items are checked to make certain that they are clean and ready for use; any problems that cannot be dealt with are immediately reported to a supervisor.
- ✓ The correct type and amount of service items are prepared according to instructions.
- ✓ Cutlery, crockery, and glassware are polished and protected from dust and debris according to house procedures.
- ✓ Coffee machines and/or beverage-heating machines are cleaned and prepared for use according to house procedures.
- ✓ Salt, pepper and sugar containers are checked to make certain that they are clean, polished, filled and ready for use.
- ✓ Containers for cream, salad dressings, condiments and/or other cold sauces are checked to make certain that they are clean, polished and ready for use according to house procedures.

- ✓ Table lamps or candle holders are checked to make certain that they are clean, polished and ready for use.
- ✓ Flowers and/or other table accessories are checked and prepared according to hotel procedures.
- ✓ Items needed for resetting tables during the service period are prepared in advance and held according to house procedures.
- ✓ All service items are handled in such a way as to avoid damage.

- **Checking the cleanliness and storage of bar glassware**

These may include bar glasses, wine glasses, and other bar glassware

- ✓ The right type and amount of cleaning, sanitizing, and sterilizing agents for the job are used according to instructions.
- ✓ The right type and amount of equipment, materials and cloths for the job are used according to instructions.
- ✓ Glassware is handled safely and cleaned according to instructions.
- ✓ Glasses are emptied before washing, and the contents are disposed of according to house procedures.
- ✓ Glassware is left clean and dry.
- ✓ Clean and dry glassware is stored according to instructions.
- ✓ Shelving, cupboards, and drawers are left clean and tidy.
- ✓ Damaged glassware (chipped glassware or cracked glassware) is separated from other glassware and immediately reported to the supervisor.
- ✓ Broken glassware is disposed of according to house procedures.
- ✓ Only recommended pesticides are used to ensure safety and compliance with food safety regulations.
- **Staff hygiene:**
 - ✓ Personal cleanliness and hygiene are maintained.
 - ✓ Hair is clean, tidy, and odorless; kept back and under a hair net or sailor hat; and does not come into contact with food.

- ✓ Clean and safe clothing: jacket, trousers, apron, headwear, and footwear are worn according to hotel rules.
- ✓ Jewelry is hygienic and safe: one wedding band (no stones), one watch, for women: one pair of bobs (no clip-ons or hanging earrings), and no chains.
- ✓ Perfume and cosmetics are not worn.
- ✓ Odorless deodorants are used.
- ✓ Cuts, grazes, and wounds are hygienically covered and kept away from contact with food.
- ✓ Illnesses and infections of any kind are reported to a supervisor. A professional personal disposition is maintained.



Activity 2: Guided Practice



Task 7:

1. You are part of a quality control team for a busy restaurant – a production unit at your school. During a routine check, several issues have been identified, such as
 - kitchen cleanliness*: food debris is found under a preparation table, cleaning supplies are stored near food items, and employees are not consistently washing their hands between tasks.
 - Food and beverage receiving*: a recent delivery includes dented canned goods, improperly labeled items, and perishable foods delivered at an unsafe temperature.
 - a. *food and beverage storage*: the refrigerator temperature is fluctuating, causing concerns about food safety, and items in storage are not organized, and older stock is found behind newer items.
 - b. *food preparation process*: cross-contamination risks are observed, such as the same cutting board being used for raw meat and vegetables.

- c. *food and beverage service*: customers have reported delays in service and meals being served cold and a server is observed handling food without gloves. Your team must address these problems and implement solutions to ensure compliance with food safety standards and maintain high-quality service by performing the following:
 - a. Conduct a cleanliness audit of the kitchen. Identify areas of non-compliance.
 - b. Inspect the delivery (mock), identify issues (e.g., dented cans, unsafe temperatures), and document findings. Communicate corrective actions to the supplier. Develop a checklist for verifying future deliveries.
 - c. Organize the storage area according to FIFO principles. Use a thermometer to monitor and record refrigerator temperatures. Propose actions to fix temperature fluctuations.
 - d. Review the cooking process and identify hazards (e.g., cross-contamination, undercooked food).
 - e. Role-play addressing customer complaints about delays and cold meals. Train staff on proper food handling and service techniques.
- 2. Present your findings and proposed solutions for each issue to the class.
- 3. Reflect on the challenges faced and how their actions improved safety and quality.
- 4. Discuss how these practices can be sustained in a real-world environment.



Activity 3: Application



Task 8:

1. Read the scenario below and answer the questions/ perform related activities:

Emmanuel, the owner of a famous café in Huy, plans to expand his services by introducing a buffet option for large events. His menu will feature a variety of perishable items, including fresh salads, meat dishes, and desserts. Recognizing the importance of food safety, Emmanuel is committed to ensuring his buffet complies with HACCP (Hazard Analysis Critical Control Points) principles to protect his customers and maintain his café's reputation. You have been requested to help Emmanuel implement HACCP in his kitchen and restaurant by:

In the kitchen, HACCP implementation:

- a. **Conducting a Hazard Analysis:** to identify potential biological, chemical, and physical hazards at each stage of food preparation.
- b. **Establishing Critical Control Points (CCPs):** for instance, cooking and storing temperature in his kitchen.
- c. **Setting Critical Limits:** specify exact parameters, such as maintaining refrigeration units at 0–4°C and ensuring cooked meat reaches at least 75°C.
- d. **Monitoring procedures:** Staff are trained to regularly check and log temperatures during receiving, storage, preparation, and cooking.
- e. **Corrective actions:** set clear guidelines in place for addressing deviations, such as discarding food if storage temperatures exceed limits or re-cooking if internal meat temperatures fall short.
- f. **Verification activities:** schedule routine audits, including microbial testing and equipment calibration, to verify that the HACCP system is effective.
- g. **Documentation and record keeping:** document all processes, from delivery checklists to cooking logs, meticulously.

Restaurant (Buffet Area) HACCP Implementation

- a. **Temperature control for buffet dishes:** maintain hot dishes are the set temperature using required tools/equipment to display the buffet
- b. **Time limits for buffet service:** apply the time to minimize bacterial growth.
- c. **Proper food handling by staff:** ensure staff serving the buffet practice proper hygiene, wear gloves, and use utensils to avoid direct contact with food.
- d. **Customer safety measures:** Put in place measures to reduce the risk of cross-contamination.
- e. **Regular inspections during service:** check buffet temperatures, replenish dishes safely, and remove any items that exceed the time limits.
- f. **End-of-service protocols:** handle leftover food according to safety guidelines.

Topic 2.2: Verifying quality of food and beverage reception



Activity 1: Problem Solving



Task 9:

1. Read the scenario and answer questions below:

Claudine manages a bustling restaurant in Rubavu, known for its commitment to serving high-quality meals that adhere to strict food safety and hygiene standards. Recently, she received a delivery of fresh vegetables, various cuts of meat, and a variety of beverages from a new supplier. Excited to try a new supplier, she immediately conducted a thorough inspection to ensure the products met her restaurant's quality expectations. During the inspection, Claudine noticed several issues:

Vegetables: Some leafy greens appeared wilted, and root vegetables displayed unusual discoloration, raising concerns about freshness and proper handling during transit.

- I. **Meats:** A few packages of beef and chicken had broken seals, posing a potential risk of contamination and compromising the cold chain during transportation.
 - II. **Beverages:** Several bottles had unclear or partially torn labels, making it difficult to confirm their production and expiration dates, as well as verify their authenticity.
- a. Propose immediate steps Claudine should take to handle the problematic items.
 - b. Suggest ways Claudine can collaborate with her supplier to maintain consistent quality.
 - c. How would you identify if a received delivery does not meet the specified quality standards? And how can Claudine improve her receiving process to avoid similar issues in the future?
 - d. How would you verify that the cold chain was maintained during transport? What would you do in this situation?
 - e. How can you prevent future instances of receiving substandard or incorrect products?
 - f. What procedures would you implement to ensure consistent quality in food and beverage reception?

Key Facts 2.2: Verifying quality of food and beverage reception

- **Introduction**

Verification of food quality at reception involves checking the quality, condition, and compliance of food products against established standards, specifications, and regulations before they are accepted into storage or used in meal preparation. This process helps prevent foodborne illnesses, product spoilage, and waste, while also ensuring that the food received meets the standards of taste, texture, and nutritional value.

This topic will cover the essential elements of the food purchasing and supply process, focusing on how to effectively inspect food products at the time of reception and evaluate whether the purchased goods comply with pre-defined food specifications and quality standards.

- **Inspecting the quality of the food purchasing and supply process**

The food specifications are used for assessing the quality of food products upon delivery. They are a standardized list of parameters that must be evaluated to ensure that food meets the required standards for safety, quality, and regulatory compliance.

When inspecting food deliveries, the below should be verified to ensure that the food products meet the necessary quality standards:

- ✓ **Product Description:** i) depending on the nature of food item: check if the ingredients are fresh, frozen, canned, or dried; ii) brand name: confirm that the correct brand or supplier is delivering the goods and iii) product grade: verify that the grade matches the specifications, such as grade A for fresh produce or Premium for meats.
- ✓ **Physical Specifications:** i) size & shape: Check if the food product matches the standard size or shape required (e.g., uniform-sized fruits or vegetables); color: Ensure the color of the food is consistent with freshness (e.g., no discoloration in

fruits or vegetables); texture: Evaluate the texture to confirm that it is appropriate for the type of food (e.g., crispness of lettuce, tenderness of meat).

- ✓ **Packaging & Labeling:** i) integrity of packaging: ensure the packaging is undamaged and properly sealed to prevent contamination and ii) labeling: check that labels include the product name, ingredients, nutritional information, expiration date, and batch number; iii) certifications: verify any relevant certifications such as organic, halal, kosher, or fair trade.
- ✓ **Chemical Specifications:** i) preservatives: ensure that no harmful chemicals or preservatives exceed legal limits, and ii) additives: confirm the presence of food additives if required, and check if they meet safety standards.
- ✓ **Microbiological standards:** i) pathogen testing: check if there are any signs of contamination or spoilage (e.g., absence of harmful bacteria such as E. coli, Salmonella); ii) shelf life: ensure the product has an adequate shelf life and is within its best-before date upon delivery.
- ✓ **Temperature control:** i) frozen foods: verify that frozen items are delivered at the correct temperature (e.g., below -18°C); ii) chilled products: ensure that chilled items are within the required temperature range (e.g., between 0°C to 5°C) and iii) dry goods: ensure dry foods are kept at room temperature without exposure to moisture.

- **Food receiving procedure for quality assurance**

By following these steps, the hotel ensures that all food and beverage items meet the highest quality standards, ensuring safety, compliance, and guest satisfaction.

- ✓ Preparation for quality checks
 -  Ensure the receiving area is clean, organized, and free from contaminants.
 -  Equip the area with quality assessment tools: calibrated thermometers, digital scales, receiving logs, and inspection checklists.
- ✓ Verification Against Purchase Orders (POs)
 -  Match delivered goods with the purchase order and invoice to confirm:
 -  Correct items were delivered.
 -  Quantities meet the ordered amount.

-  Delivery matches specified dates and times.
- ✓ Quality inspection of goods
 -  Freshness and appearance: inspect the color, texture, aroma, and overall appearance of perishable items, and reject any items showing signs of spoilage, discoloration, or off-odor.
 -  Packaging integrity: check for damaged or tampered packaging, and ensure seals are intact to avoid contamination.
 -  Temperature compliance: use thermometers to ensure perishable items meet required temperature ranges: chilled: 0°C to 5°C. and frozen: -18°C or below, and reject items outside safe temperature ranges.
 -  Labeling standards: confirm labeling includes product names, expiration dates, batch numbers, and certifications (e.g., organic, halal, ISO).
- ✓ Weighing and measuring: verify weights and volumes match purchase specifications using accurate measuring tools.
- ✓ Traceability and Documentation
 -  Record inspection findings, including photos of damages or rejected goods.
 -  Maintain detailed logs linking products to their suppliers for traceability and recall management.
- ✓ Rejection of non-conforming items
 -  Isolate items that fail to meet quality standards.
 -  Document the reasons for rejection and notify the supplier for resolution (replacement or credit).
- ✓ Proper storage post-inspection
 -  Immediately transfer accepted goods to designated storage areas:
 -  Refrigerated and frozen goods to temperature-controlled environments.
 -  Dry goods in a clean, dry storage room.
 -  Follow FIFO (First-In, First-Out) to ensure freshness.
- ✓ Regular supplier performance reviews
 -  Monitor supplier quality consistency and delivery reliability.
 -  Provide feedback and work collaboratively to address any recurring issues.

- **Food specifications checklist**

General Instructions

Use this checklist during the food receiving process to ensure all items meet quality and safety standards. Mark "Yes" or "No" in the "Verified" column and provide comments for discrepancies or additional observations.

✓ **Product description**

Criteria	Specification/Standard	Verified (Yes/No)	Comments
Product Type	Is the product fresh, frozen, canned, or dried?		
Brand Name	Is the correct brand delivered as per the order?		
Product Grade	Does the product match the specified grade (e.g., Grade A, Premium)?		

✓ **Physical specifications**

Criteria	Specification/Standard	Verified (Yes/No)	Comments
Size & Shape	Does the food meet the size and shape specifications (e.g., uniform-sized fruits or vegetables)?		
Color	Is the color consistent with expected quality (e.g., fresh color for vegetables)?		
Texture	Is the texture appropriate for the product type (e.g., crisp lettuce, tender meat)?		

✓ **Packaging & labeling**

Criteria	Specification/Standard	Verified (Yes/No)	Comments
Packaging Integrity	Is the packaging undamaged and properly sealed to prevent contamination?		
Labeling	Does the label include the product name, ingredients, nutritional information, expiration date, batch number, etc.?		
Certifications	Are relevant certifications present (e.g., organic, halal, kosher, fair trade)?		

✓ **Chemical Specifications**

Criteria	Specification/Standard	Verified (Yes/No)	Comments
Preservatives	Are preservatives within acceptable legal limits?		
Additives	Are any additives present within safe and legal limits?		

✓ **Microbiological standards**

Criteria	Specification/Standard	Verified (Yes/No)	Comments
Pathogen Testing	Are there any signs of contamination or spoilage (e.g., E. coli, Salmonella)?		
Shelf Life	Is the product within its best-before or expiration date upon delivery?		

✓ **Temperature control**

Criteria	Specification/Standard	Verified (Yes/No)	Comments
Frozen Foods	Are frozen items delivered at or below -18°C (0°F)?		
Chilled Products	Are chilled items within 0°C to 5°C (32°F to 41°F)?		
Dry Goods	Are dry goods stored at room temperature without moisture exposure?		

✓ **Storage requirements**

Criteria	Specification/Standard	Verified (Yes/No)	Comments
Storage Guidelines	Are specific storage instructions provided and followed (e.g., "keep refrigerated")?		
Handling Instructions	Are clear handling instructions included to maintain quality and safety?		

Additional Notes

Ensure discrepancies are communicated to suppliers immediately.

Retain detailed records, including photos, for traceability and accountability.

Regularly review and update this checklist to align with industry standards and regulations.

- **Beverage purchasing and supply process**

The beverage purchasing and supply chain process ensures the consistent delivery of high-quality products by emphasizing supplier reliability, precise ordering, and thorough quality checks.

It begins with selecting suppliers based on certifications, safety standards, and performance, supported by regular audits and well-defined contracts. Purchase orders detail exact specifications, quantities, and lead times, ensuring alignment with operational needs.

Upon delivery, products undergo strict inspections for quality, packaging, and storage conditions, with non-compliant items promptly rejected. Accurate documentation, including invoices and inspection records, ensures traceability and compliance with safety regulations.

In a hotel, quality control in the beverage purchasing and supply process ensures that all beverages meet the hotel's high standards for safety, flavor, and presentation.

- **Beverage receiving procedure for quality assurance**

The beverage receiving procedure in a hotel is a critical step in ensuring that all incoming beverages meet the quality, safety, and brand standards required for guest satisfaction. Below is a structured process designed to maintain quality assurance during beverage reception.

- ✓ **Preparation before receiving:** assign trained staff familiar with quality standards and specifications, ensure a clean, organized receiving dock, and prepare inspection tools.
- ✓ **Verification of delivery documentation:** cross-check delivery notes, invoices, and purchase orders (POs) for accuracy, including batch numbers, production dates, expiration dates, and special instructions.
- ✓ **Physical inspection:** inspect packaging for damage, leaks, or tampering; and confirm labels match the order and comply with regulatory requirements.
- ✓ **Sensory evaluation (spot checks):** test wines and spirits for taste, aroma, and clarity; and check soft drinks for carbonation and clarity; water for being clear, odorless, and sealed.
- ✓ **Temperature and storage verification:** confirm delivery temperature with thermometers, especially for sensitive beverages; and assess vehicle cleanliness and note any deviations for supplier follow-up.

- ✓ **Quality testing:** perform chemical tests (e.g., pH, sugar, alcohol content) and microbial testing for perishable items if needed.
- ✓ **Documentation and record-keeping:** log inspection results, record discrepancies, and obtain supplier acknowledgment for rejections or adjustments.
- ✓ **Handling non-conforming deliveries:** reject items failing quality standards and notify the supplier of replacements or credits. Resolve minor discrepancies with updated records.
- ✓ **Transfer to storage:** store accepted beverages appropriately: refrigerate or freeze sensitive items, and separate alcoholic and non-alcoholic products as per policies.

Continuous improvement: regularly review processes, provide feedback to suppliers, and train staff to maintain consistency and enhance quality assurance.

- **Benefits of an effective beverage receiving procedure**

- ✓ **Quality Assurance:** ensures only high-quality beverages enter the hotel inventory.
- ✓ **Cost Control:** reduces losses from damaged or substandard goods.
- ✓ **Operational Efficiency:** streamlines receiving and storage processes, minimizing delays.
- ✓ **Regulatory Compliance:** meets legal and safety requirements for beverage handling.

- **Beverage Specifications Quality Checklist**

The beverage specifications checklist is an essential tool for ensuring that the beverages delivered meet the expected quality standards. This checklist covers all aspects of a beverage's condition and compliance, from packaging and labeling to taste and temperature.

When inspecting beverage deliveries, the following checklist should be followed to ensure the product quality meets the required specifications:

Criteria	Details	Pass/Fail	Remarks
Product Description			
Type of Beverage	(e.g., Juice, Soda, Water, Alcoholic, etc.)		
Brand name and product line	(e.g., Coca-Cola, Pepsi, Tropicana)		
Product variant	(e.g., Diet, Sugar-Free, Organic, etc.)		
Packaging			
Packaging condition	(e.g., no cracks, dents, or damage)		
Packaging type	(e.g., Bottles, Cans, Cartons, etc.)		
Volume/quantity	(e.g., 500ml, 1L, 330ml cans)		
Labeling	(e.g., brand name, ingredient list, expiration date)		
Appearance			
Color	(e.g., Clear, Orange, Dark Brown, etc.)		
Clarity	(e.g., No cloudiness, visible particles)		
Sediment or separation	(e.g., No visible sediment or separation)		
Taste and Flavor			
Taste	(e.g., Sweet, Sour, Bitter, etc.)		
Flavor consistency	(e.g., consistent taste with previous batches)		
Temperature (if applicable)			
Temperature	(e.g., Chilled between 0-5°C, Frozen below -18°C)		
Microbiological Testing			
Microbial safety	(e.g., Free from pathogens like Salmonella, E. coli)		
Nutritional and Chemical			

Additives and preservatives	(e.g., Within allowed limits)		
Expiration Date	(e.g., Not expired, sufficient shelf life left)		
Compliance with Regulations			
Regulatory certification	(e.g., organic certification, fair trade, non-GMO, halal, kosher)		
Packaging compliance	(e.g., Meets local and international packaging standards)		
Storage Conditions			
Storage requirements	(e.g., Store in cool, dry place; Refrigerated; Frozen)		
Instructions for use: Pass/fail: For each criterion, check whether the beverage meets the required specifications. If it passes, mark "Pass". If it fails, mark "Fail." Remarks: Note any specific observations or additional information related to the quality or condition of the beverage.			



Activity 2: Guided Practice



Task 10:

1. Read the scenario below and perform the tasks related to:

Aimable, the head chef at the school restaurant production unit, is responsible for receiving and inspecting food supplies. During his shift, a supplier delivered frozen chicken, fresh fruits, and soft drinks. As Aimable begins his inspection, he notices potential issues that require further assessment and assistance. He calls on your group to help ensure all goods meet the required standards.

- a. Create a comprehensive receiving checklist based on HACCP guidelines and purchase specifications.
 - b. inspect the delivery, identify the issues, and document their findings.
 - c. Decide whether to accept or reject the following details of the delivery: **Frozen Chicken:** the thermometer reading for the chicken is -10°C, which is above the required -18°C for safe storage. **Fresh Fruits:** The fruits are bruised, with some showing signs of over-ripening. **Soft Drinks:** The soft drink bottles are missing expiration dates on their labels.
 - d. If rejected, prepare a formal report citing HACCP guidelines.
 - e. Draft a professional communication to the supplier regarding missing information.
 - f. How can Aimable use FIFO (First-In, First-Out) principles for proper storage after the inspection?
2. Share with the class your observations and the rationale behind your decisions.



Activity 3: Application



Task 11:

1. Read the scenario and perform the tasks that follow

You are part of a team conducting a mock inspection focused exclusively on the food and beverage reception process at a school restaurant. The team is tasked with verifying that food deliveries meet all safety, quality, and regulatory standards upon arrival. During the inspection, several issues with the received goods were discovered that require immediate attention.

Delivery details: Frozen meat delivery: the delivered frozen meat (beef and chicken) has an internal temperature of -5°C. The packaging is damaged on some of the meat items, with slight tears.

- I. Fresh produce delivery: the fresh vegetables (e.g., spinach, lettuce) arrived in a condition that shows signs such as wilting, browning, and slight bruising.

- II. Some fruit deliveries (e.g., apples) are overripe and have visible bruising.
 - III. Canned goods: contains a few cans with visible dents and rust. Some cans also lack batch codes or expiration dates.
 - IV. Beverage delivery (soft drinks): The bottles are missing expiration dates on some labels, and others have labels that are poorly affixed, causing them to peel off. The beverages were delivered at room temperature, while they should have been kept chilled.
 - a. Visually inspect the produce, categorizing items into "acceptable," "questionable," or "unacceptable" quality. They will record their findings and decide whether to accept, reject, or return the items based on their condition.
 - b. Draft a letter to the supplier to inform them of the poor-quality produce and request a replacement or refund.
 - c. Prepare a report summarizing their findings from the inspection, including any violations and corrective actions they have taken. They will also propose preventive measures to ensure consistent quality in future deliveries.
2. Share observations and the actions to recommend for each issue.

Topic 2.3: Verifying quality of food and beverage storage



Activity 1: Problem Solving



Task 12:

1. Read and answer the questions below:
 - a. How would you handle situation where perishable goods like dairy and meat are stored in a refrigerator that is not maintaining the correct temperature range?
 - b. If you find that raw meats have been stored on the same shelf as ready-to-eat foods, what immediate actions would you take to rectify the situation?
 - c. How would you prevent cross-contamination if you find that dry goods, such as rice and pasta, are stored next to cleaning chemicals or non-food items?
 - d. If you find that dry food items (such as flour or pasta) are stored in open containers without proper sealing, how would you address this issue to ensure food safety?
 - e. How would you handle the situation if bulk dry goods like grains and spices are exposed to humidity, which could cause spoilage or infestation?
 - f. How would you manage stored items that are nearing or past their expiration date? What steps would you take to ensure that food items are rotated and used before their shelf life ends?
 - g. If food items in storage are not organized properly, with older items buried behind newer ones, how would you ensure that the items are rotated according to the First-In-First-Out (FIFO) principle?
 - h. How would you address the situation if there is no clear system in place to track the storage conditions of food and beverages, such as temperature records or inventory logs?

Key Facts 2.3: Verifying quality storage of food and beverage

- **Introduction**

Effective storage of food and beverages is vital to maintaining their quality and safety. Proper food and beverage storage prevent contamination, spoilage, and degradation, ensuring that products stay fresh until they are ready for use.

Quality verification of food and beverage storage is a critical process that involves inspecting storage conditions and verifying stock management procedures. This process helps prevent quality loss, minimize waste, and ensure compliance with health and safety regulations.

- **Quality of food and beverage storage**

Ensuring that the quality of food and beverage storage aligns with established standards is a critical part of maintaining the integrity of the hotel's service. This involves closely monitoring storage conditions and verifying that proper procedures are followed.

- **Standard Operating Procedures (SOPs) for storing food and beverages**

Implementing clear and effective Standard Operating Procedures (SOPs) ensures consistency and minimizes risks in the storage process. Here are the key SOPs for storing food and beverages:

- ✓ The storage process begins with receiving and inspecting the food and beverages. Upon delivery, staff must verify that the items meet the required quality standards, match purchase orders, and are free from damage or contamination. Perishable items must be checked to ensure they are at safe temperatures before being accepted and moved to storage.
- ✓ Inventory records must be kept up to date, detailing stock levels, purchase dates, and expiration dates. Periodic audits help identify discrepancies and areas for improvement.
- ✓ All storage practices should be monitored through regular inspections and documented in logs to ensure compliance with food safety standards.

Temperature readings, cleaning schedules, and pest control activities should be recorded and reviewed periodically to identify areas for improvement.

- ✓ In case of emergencies, such as power outages or equipment failure, contingency plans should be in place to minimize risks. For instance, backup storage facilities can be used, or affected items should be discarded if temperature thresholds are exceeded.
- ✓ Training staff on these procedures is essential for maintaining high standards. Regular workshops and refresher courses can ensure that employees remain aware of the latest protocols and best practices. These SOPs, when followed consistently, safeguard the quality and safety of stored food and beverages, ensuring guest satisfaction and regulatory compliance.

- **Storage conditions verification checklist**

Verification Area	Criteria	Check	Yes/No	Action Required
Temperature Control	Cold storage units (fridges, freezers)	Verify that temperature is within the correct range (4°C for juices, soda, 0-5°C for refrigerated items, below -18°C for frozen items)		
	Ambient temperature	Verify that dry storage areas maintain a cool, dry, and well-ventilated environment.		
Humidity Control	Humidity levels	Check that humidity is appropriate for food items (e.g., 50-60% for dry goods)		
Ventilation	Airflow	Ensure proper airflow in storage areas to prevent heat or moisture accumulation.		
	Ventilation systems	Check if ventilation systems are clean and working properly.		
	Light Exposure	Verify that beverages are not exposed to direct sunlight or artificial light to prevent		

		degradation, especially for alcoholic drinks.		
Cleanliness & Hygiene	Cleanliness of storage areas	Ensure storage areas are clean, free from dirt and debris		
	Pest control measures	Check for signs of pests and ensure control measures (e.g., traps, seals) are in place.		
	Food contact surfaces	Ensure all food contact surfaces are cleaned regularly.		
Storage Organization	Shelving and racking	Ensure shelves are in good condition, spaced properly, and clean		
	Stock labeling	Verify that all food items are labeled with product name, date received, and expiration date.		
	Food placement	Ensure foods are stored off the ground and separated by type (e.g., raw and cooked)		
	Separation of types	Ensure that alcoholic and non-alcoholic beverages are stored separately.		
	Inventory organization	Ensure beverages are organized by type, and stock is placed in a manner that allows proper air circulation.		
Storage Areas for Sensitive Foods	Cold storage for perishable foods (dairy, meat, etc.)	Verify that sensitive products are stored at proper temperatures and away from non-perishables		
	Dry storage for non-perishable foods	Ensure dry foods (e.g., grains, pasta, and canned goods) are stored in a cool, dry area.		
Cross-Contamination Prevention	Raw and cooked food separation	Ensure raw food is stored separately from ready-to-eat food to prevent cross-contamination.		
	Sealed containers for storage	Verify that containers are sealed properly to avoid contamination.		

General Storage Conditions	Storage areas free from contaminants	Check that food is stored away from cleaning agents, chemicals, or anything that could cause contamination.		
Shelf-Life Monitoring	Expiration date checks	Ensure that stock is rotated properly (FIFO) and products are used within their shelf life.		
	Inspection of goods nearing expiration	Verify that any food items approaching expiration are used first or removed from storage.		
Handling of Hazardous Foods	Cross-Contamination Prevention	Ensure that raw and cooked foods are stored separately to prevent cross-contamination (e.g., meats away from ready-to-eat foods). Verify that storage containers are properly sealed to avoid contamination from other food items or the environment.		

- **Food stock management procedures verification**

The structure below ensures thorough monitoring and evaluation of food stock management procedures.

✓ **Objective:** The main objective of stock management is to ensure food stock management procedures are being followed correctly to maintain safety, quality, and compliance with regulatory standards.

✓ **Verification Methods:**

-  Visual inspection: perform on-site checks of storage areas and stock conditions.
-  Record review: audit inventory logs, temperature records, and disposal documentation.
-  Interviews: conduct staff interviews to verify understanding and adherence to procedures.
-  Testing: perform random checks on stored items for compliance with labeling and freshness.

✓ **Reporting and corrective actions**

- ✚ Document findings in a verification report.
- ✚ Highlight areas of non-compliance and provide recommendations for corrective actions.
- ✚ Set deadlines for addressing issues and conduct follow-up checks to ensure compliance.

✓ **Frequency of verification**

- ✚ Daily: temperature logs and general stock condition checks.
- ✚ Weekly: detailed storage area inspections and record audits.
- ✚ Monthly: comprehensive stock inventory count and pest control verification.

Food Stock Management verification checklist

Checklist Item	Verification Steps	Verification (✓/X)	Comments/Notes
Stock rotation (FIFO)	Ensure older stock is used first (First In, First Out method).		
	New products should be placed behind older products in storage.		
	Ensure seasonal beverages are clearly marked and rotated appropriately.		
	Check that stock rotation is being followed correctly.		
Inventory tracking	Monitor stock levels regularly to ensure correct quantities are held.		
	Update inventory records each time stock is received, used, or discarded.		
	Ensure records are accurate and accessible for audits.		
	Monitor expiry dates regularly to prevent the use of expired items.		

Expiry date management	Remove expired products from shelves and ensure they are discarded properly.		
	Prioritize products that are closer to expiry for use first.		
Overstocking prevention	Avoid overstocking in storage areas, which could compromise the quality of stored food.		
	Ensure shelves are not overcrowded, allowing for air circulation and easy access to items.		
Proper labeling	Ensure that all beverages are clearly labeled with product information, including expiry dates and batch numbers.		
Stock Take Procedures	Perform regular stock takes to compare actual stock with recorded inventory.		
	Ensure stock takes are done accurately by trained staff.		
	Investigate discrepancies between actual and recorded stock.		
Waste management	Minimize food waste by following proper stock rotation and reusing excess stock when possible.		
	Dispose of expired or spoiled food properly, according to health and safety standards.		
	Ensure that damaged or leaking beverages are removed from stock and recorded.		
Reordering procedures	Ensure that reorder points and stock levels are tracked, and new orders are placed on time.		

Quality audits	Conduct routine quality audits to assess the overall condition of stored food items.		
	Identify any deterioration, damage, or poor storage practices.		
Safety and compliance	Ensure that all stock management procedures comply with local regulations for food safety and hygiene.		
	Keep all necessary documentation for stock movements, including receiving, usage, and disposal.		

Instructions for use:

-  **Verification (✓/X):** For each item, check ✓ if the verification step is completed successfully or mark X if the item was not properly verified.
-  **Comments/Notes:** Include any observations or specific issues encountered during the verification process.



Activity 2: Guided Practice



Task 13:

1. Read the scenario below and perform the tasks that follow

You are a team of food safety inspectors working in the school restaurant kitchen and food storage area. During the weekly inspection, several issues with food and beverage storage were raised that require immediate action. The goal is to verify that food and beverages are stored correctly according to safety standards, minimize the risk of contamination, and ensure that proper storage procedures are followed.

Details of the inspection:

Refrigeration Issues: The refrigerator storing perishable goods such as dairy, meat, and eggs is reading 7°C instead of the required 4°C. The fridge door also appears to be slightly ajar, affecting the temperature consistency.

Frozen Goods Malfunction: A freezer containing frozen vegetables and meats is reading -10°C instead of the required -18°C. The door seal seems damaged, allowing warm air to enter and affecting the food's safe storage temperature.

Dry Goods Storage: boxes of pasta, rice, and flour are stored on the floor of the dry storage room, which is in violation of standard storage procedures. Additionally, some packages of dry goods are not sealed tightly, risking contamination and infestation.

Overstocked and Expiring Items: Several canned goods, such as beans and tomatoes, are stored in the dry goods area. Some are nearing their expiration dates, and others have expired. The stock appears disorganized, with no clear system for rotation or easy access to older items.

Cross-contamination risk: raw meats are stored above ready-to-eat foods like salads and fruits in the refrigerator. This increases the risk of cross-contamination from raw meat juices dripping onto ready-to-eat items.

- a. Assess whether the appliances are in good condition, and if any temperature violations are found, decide whether to temporarily store the items in another safe location or reject the delivery until the issue is resolved.
 - b. Reorganize the dry goods storage and inspect the condition of food packaging and discard any items that appear damaged or have compromised packaging.
 - c. Check that all items are being rotated according to the FIFO (First-In-First-Out) system, where older items are used before newer items. Review expiration dates on canned goods and other shelf-stable products.
 - d. Prevent cross-contamination in the refrigerator
 - e. Check food storage areas for any signs of pests or contamination. Ensure the cleanliness of storage spaces, looking for spilled items, dirt, or evidence of pests.
2. Suggest Claude's actions to take to address the temperature issue with frozen meat and a storage checklist to ensure proper organization and pest control.



Activity 3: Application



Task 14:

1. Read the scenario: ensuring proper cold storage in a hotel's banquet kitchen, and perform the tasks below:

At Hôtel Lumière, a luxury establishment in Kigali, the banquet kitchen is a critical operation that serves large-scale events and high-profile guests. The head chef, Thierry, is responsible for overseeing the quality of all ingredients stored in the kitchen. Recently, he noticed several issues that raised concerns about the hotel's cold storage practices: temperature fluctuations, overstocking, and improper labeling.

Propose Thierry solutions concerning:

- i. Inspection and monitoring of temperature logs, and air circulation improvement
 - ii. Labeling and inventory management, including cold storage best practices
 - iii. Emergency protocols
2. Identify and correct other storage issues that are not mentioned in the scenario at La Lumière hotel.
 3. Organize and store food and beverage items in the storage area
 4. Provide actionable steps to address the issues identified in a short report, emphasizing on: ***organization and inventory management, labeling and traceability, hygiene standards.***
 5. Include supporting documents such as Appendices (Optional)
Include supporting documents, such as:
 - Temperature logs.
 - Photos of storage areas or damaged goods.

Topic 2.4: Monitoring quality of food preparation process



Activity 1: Problem Solving



Task 15:

1. Read the scenario: **monitoring and enhancing the quality of food preparation at a La Lumière hotel**, and answer the questions that follow:

Eric, the Food and Beverage (F&B) Controller at a prestigious hotel in Kigali, has recently received guest complaints about inconsistencies in food quality. The issues include: overcooked dishes, which compromise texture and flavor; cold meals being served, particularly dishes meant to be hot and bland flavors, suggesting a lack of seasoning or deviation from standard recipes.

Concerned about the potential impact on the hotel's reputation, Eric inspected the kitchen operations. His findings revealed significant lapses:

- **Recipe non-compliance:** kitchen staff were not adhering to standardized recipes, leading to inconsistencies in portion sizes, cooking techniques, and flavor profiles.
- **Temperature oversights:** staff were skipping crucial temperature checks, both during cooking and when storing prepared food.
- **Lack of supervision:** There were no regular checks or systematic monitoring of food preparation processes.

Eric's approach to monitoring and improving food preparation quality

Step	Actions	Details
1. Identifying key issues	Preparation Process	Non-compliance with recipes and improper cooking techniques.
	Temperature Management	Neglecting food temperature standards during preparation, holding, and serving.
	Staff Training and Supervision	Inconsistent skills and lack of regular oversight.
2. Implementing	Standardized recipe usage	Reintroduced detailed recipe cards for each menu item.

monitoring tools and practices		Made recipe cards accessible both physically and digitally. Conducted recipe adherence audits during meal preparation.
	Temperature monitoring	Provided calibrated thermometers for all stations and trained staff on their use. Implemented a CCP checklist (e.g., poultry at 75°C, seafood at 62°C, holding hot foods at ≥63°C, and cold foods at ≤5 ° C). Introduced mandatory temperature logging.
	Quality supervision and feedback	Appointed a kitchen supervisor for quality checks. Introduced regular tastings by senior chefs. Scheduled weekly review meetings to discuss feedback.

Suggest additional steps and actions for Eric to take in monitoring and improving food preparation quality by completing the table below.

Step	Actions	Details
3. Training and Capacity Building	Recipe and cooking techniques	
		Trained staff on cooking, holding, and serving temperatures. Provided hands-on practice with thermometers and logs.
	Communication and Feedback	Encouraged staff to discuss challenges. Fostered a collaborative problem-solving environment.
4. Establishing a Feedback Loop		Updated the guest feedback system to capture detailed dish reviews. Analyzed weekly trends for recurring issues.
	Staff Feedback Sessions	
	Data-Driven Adjustments	Used data from audits and logs to refine processes.
5. Results and Long-Term Actions	Short-Term Results	

	Long-Term Actions	Established a kitchen quality assurance team. Instituted quarterly refresher training programs. Created a recognition system for staff adhering to quality standards.
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Key Facts 2.4: Quality Monitoring of the food preparation process

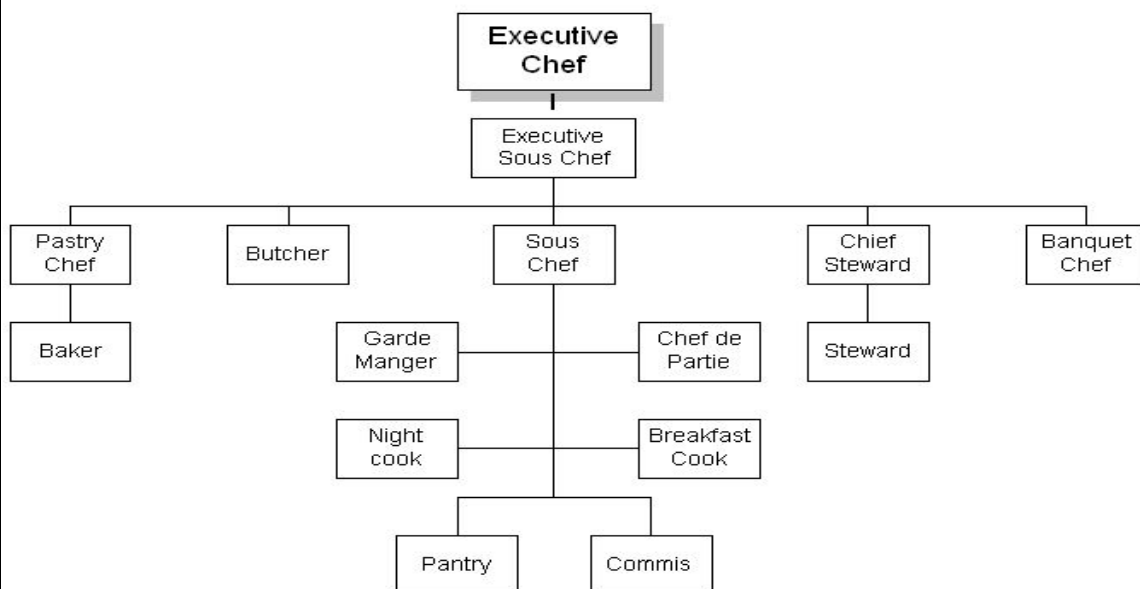
- **Overview of quality food preparation process**

In a hotel kitchen, maintaining quality during the food preparation process is crucial to ensuring guest satisfaction, compliance with food safety regulations, and protecting the hotel's reputation. The Food & Beverage (F&B) Controller plays a critical role in overseeing and verifying quality standards throughout the process.

Quality food preparation involves a series of systematic steps, from receiving raw materials to serving the finished dish. Each stage must follow hygiene, safety, and quality standards, including proper cooking techniques, temperature control, and presentation guidelines.

- ✓ **Modern kitchen brigade organization**

Kitchen Organization Chart

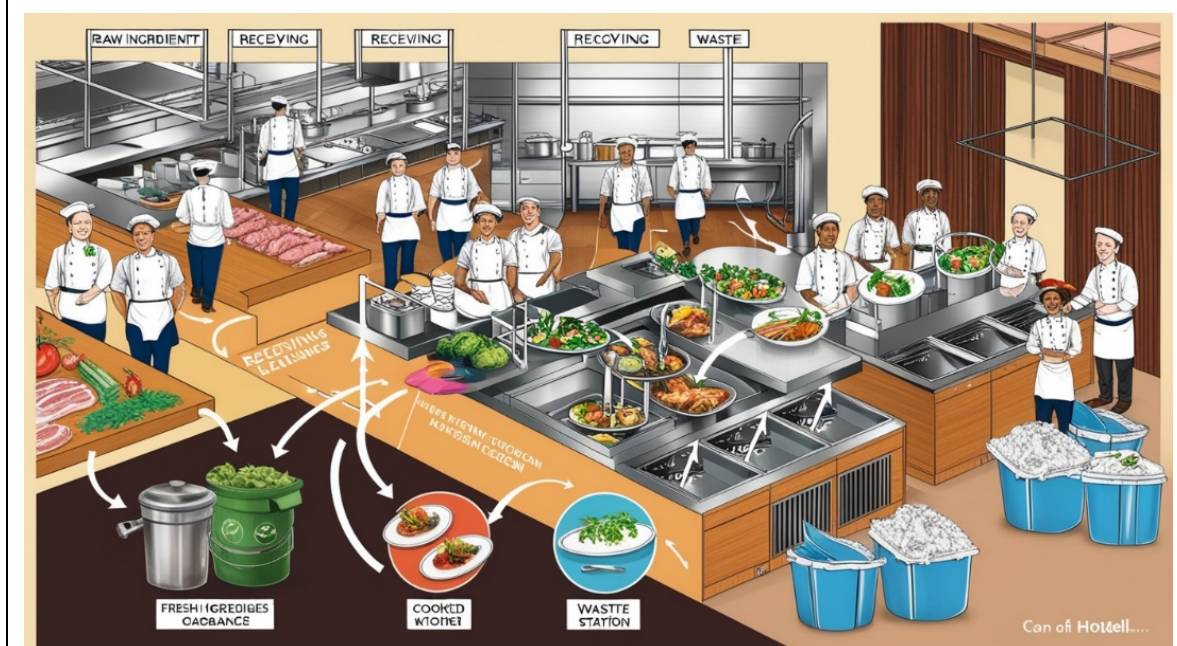


The kitchen brigade system is an organizational structure designed to streamline operations in a professional kitchen. Created by Georges Auguste Escoffier, this system assigns specific roles to kitchen staff to enhance efficiency and maintain quality.

Role	Responsibilities
Executive Chef	Oversees all kitchen operations, menu creation, and staff management.
Sous Chef	Assists the executive chef and supervises kitchen staff.
Chef de Partie	Manages specific kitchen stations (e.g., sauté, grill, pastry).
Commis Chef	Assists the Chef de Partie with food preparation tasks.
Kitchen Porter	Responsible for cleaning and basic prep work.
Expeditor	Coordinates orders between the kitchen and the serving staff.

The importance of the brigade system is to ensure a clear hierarchy for efficient communication, divides tasks to maintain quality and prevent workflow bottlenecks and helps monitor individual performance, while ensuring adherence to food preparation standards.

✓ Flow of movement in the kitchen



Effective kitchen workflow is essential to maintain quality, prevent contamination, and ensure safety. It involves the coordinated movement of kitchen personnel, raw ingredients, prepared food, and waste.

Flow of kitchen personnel:	▪ Minimize Cross-Paths: Design kitchen layouts to reduce unnecessary crossings between stations. ▪ Dedicated Workstations: Assign specific tasks to designated areas (e.g., prep, cooking, plating). ▪ Clear Pathways: Maintain clear pathways for efficient movement.
Flow of raw food:	▪ Storage to Prep Stations: Raw food should move directly from storage to preparation areas. ▪ Separate Raw from Cooked Food: Prevent contamination by using distinct paths and containers for raw and cooked items. ▪ Efficient Portioning: Transport portioned raw ingredients to cooking stations promptly.
Flow of prepared food:	▪ From Cooking to Plating: Ensure a seamless transfer from cooking stations to the plating area, maintaining temperature and presentation quality. ▪ Delivery to Service Areas: Use insulated trays or covers to maintain food temperature during transportation.
Flow of wastage:	▪ Waste Separation: Use color-coded bins for different waste types (e.g., organic, recyclable, hazardous). ▪ Efficient Disposal Routes: Place waste bins in accessible yet unobtrusive areas for easy disposal without disrupting workflow.

Monitor and Reduce Waste: Track waste volumes to identify and address inefficiencies in the food preparation process.

- **Stages of quality food preparation**

In addition to inspecting ingredients and monitoring storage conditions, a Food and Beverage (F&B) Controller in a hotel takes several proactive steps to ensure the quality of food and beverage preparation, including conducting process audits and finished product checks.

Below are guidelines tailored for an F&B Controller to monitor food preparation quality in a hotel kitchen.

- ✓ **Process audits:** Perform routine checks on preparation processes to identify inefficiencies or non-compliance with standard operating procedures (SOPs).
- ✓ **Enforcing hygiene standards:** the F&B Controller should conduct regular checks to ensure staff adhere to personal hygiene protocols. This includes wearing clean uniforms, gloves, and hairnets. Workstations, utensils, and equipment must be cleaned and sanitized between tasks. Implement clear SOPs for handwashing, waste disposal, and the separation of raw and cooked foods to prevent contamination.
- ✚ Sanitization: regularly clean and sanitize workstations, utensils, and equipment.
- ✚ Handwashing: encourage frequent handwashing, particularly after handling raw ingredients.
- ✚ Cross-Contamination prevention: Use separate cutting boards, knives, and utensils for raw and cooked items.
- ✓ **Recipe standardization and consistency**

Consistency is vital in a hotel kitchen where guests expect uniform quality. The F&B Controller should ensure that standardized recipes are followed for all dishes. This includes verifying the use of correct ingredients, portion sizes, and preparation techniques. Regular audits and spot checks can help maintain adherence to these standards.

- ✚ Mise en place: properly organize and measure ingredients before cooking to avoid delays and errors.
- ✚ Cutting and chopping: use uniform cuts to ensure even cooking and consistent presentation.

 **Temperature accuracy:** maintain appropriate cooking temperatures to achieve the desired texture, flavor, and safety.

- ✓ **Temperature control and cooking processes:** monitor cooking temperatures to ensure food safety and quality. Use calibrated thermometers to check internal temperatures of cooked items, especially for high-risk foods like poultry and seafood. Confirm that hot holding and cold holding temperatures comply with standards (e.g., hot above 60°C/140°F, cold below 5°C/41°F). Log all temperature checks for audit purposes.
- ✓ **Monitoring kitchen workflow and efficiency:** Assess kitchen workflows to ensure efficiency and minimize delays. Verify that mise-en-place (preparation of ingredients) is completed in advance and that staff adhere to preparation timelines. Effective workflow monitoring helps prevent rushed preparation, which can compromise quality.
- ✓ **Finished product checks:** Conduct spot checks of prepared dishes and beverages to assess taste, presentation, and compliance with guest expectations.
- ✓ **Sensory evaluation:** before service, conduct sensory evaluations of dishes to ensure they meet the hotel's quality standards. Evaluate taste, texture, aroma, and presentation. The F&B Controller can collaborate with the executive chef or quality control team to identify and address any deviations.
- ✓ **Allergen and Dietary Compliance:** In a hotel setting, catering to guests with specific dietary needs is essential. Verify that allergen information is accurately communicated and that allergen-containing foods are prepared and stored separately. Ensure proper labeling of dishes for dietary preferences such as gluten-free, vegan, or nut-free options.

By actively monitoring the food preparation process, the F&B Controller ensures that the hotel kitchen consistently delivers safe, high-quality meals that meet or exceed guest expectations.

- **Food preparation process quality checklist**

The food preparation process quality checklist is a tool that ensures every step of food preparation meets quality, safety, and hygiene standards. The checklist is

divided into key stages of food preparation, allowing for comprehensive monitoring and control.

- ✓ **Pre-preparation stage:** focus on preparing the environment, equipment, and raw materials for cooking.

Verification Area	Criteria	Yes/No	Comments/Actions Needed
Workstation cleanliness	Is the workstation clean and sanitized?		
Equipment readiness	Are all tools and equipment cleaned and functional?		
Raw material sorting	Are raw materials sorted and prepared as per recipes?		
Personal Hygiene Compliance	Are all staff wearing appropriate uniforms and gloves?		

- ✓ **Preparation stage:** ensure quality during the actual food preparation process.

Verification Area	Criteria	Yes/No	Comments/Actions Needed
Recipe adherence	Are standardized recipes followed?		
Temperature control	Are raw and cooked items stored at appropriate temperatures during preparation?		
Ingredient measurements	Are ingredients accurately measured and portioned?		
Cross-contamination prevention	Are raw and cooked foods handled separately?		

- ✓ **Cooking stage:** monitor critical cooking parameters for food safety and quality.

Verification Area	Criteria	Yes/No	Comments/Actions Needed
Cooking temperatures	Are cooking temperatures monitored and recorded?		
Timing accuracy	Are dishes cooked for the specified duration?		
Sensory quality check	Are taste, aroma, and texture evaluated during cooking?		
Kitchen safety	Are safety measures followed (e.g., handling hot equipment)?		

- ✓ **Post-preparation stage:** assess the quality and safety of prepared dishes before serving or storage.

Verification Area	Criteria	Yes/No	Comments/Actions Needed
Finished Product Quality	Does the dish meet taste, texture, and appearance standards?		
Plating and Portioning	Are portions consistent and plated attractively?		
Storage Conditions	Are prepared foods stored at safe temperatures?		
Waste Management	Are kitchen waste and leftovers disposed of properly?		

Overall process monitoring: a final review to ensure all steps align with quality and safety standards.

Verification Area	Criteria	Yes/No	Comments/Actions Needed
Team Coordination	Did all staff follow assigned roles effectively?		
Equipment and Tools Maintenance	Are all tools and equipment cleaned and stored?		
Documentation	Are preparation logs and temperature records complete?		
Compliance with SOPs	Was the entire process compliant with standard operating procedures?		

Food quality consistency aspects evaluation

The evaluation of food quality consistency involves assessing specific parameters to ensure uniformity across all prepared dishes. These aspects are categorized into sensory, physical, and process consistency.

Aspect	Description	Evaluation Method
Taste	Ensuring flavor profiles match recipe specifications and are consistent across batches.	Sensory panel or customer feedback.
Texture	Verifying the physical consistency (e.g., crispness, softness) matches expected characteristics.	Sensory tests and touch evaluation.
Appearance	Checking for visual consistency in plating, color, and portion size.	Visual inspection and photograph comparison.
Temperature	Ensuring hot foods are served hot, and cold foods are served cold, per standards.	Temperature logs and spot checks.
Ingredient Uniformity	Ensuring ingredients are evenly distributed within dishes.	Sample evaluation and cross-sectional analysis.
Presentation Consistency	Checking the adherence to plating and garnishing standards.	Compare with standardized plating guides.
Safety and Hygiene	Ensuring adherence to food safety standards at all stages of preparation.	HACCP compliance and hygiene audits.



Activity 2: Guided Practice



Task 16:

1. Read the below and perform the tasks that follow

Restaurant school scenario with critical points

In this scenario, we have Sandrine, the sous chef, working in a **school restaurant** setting in Musanze, preparing for a **wedding feast** that will cater to 100 guests. While overseeing the kitchen, she identifies several critical points that need immediate attention to ensure the safety, quality, and consistency of the meal service. Problem Identified:

- **Raw chicken next to ready-to-eat salads:** raw chicken is being stored on the same shelf as ready-to-eat salads in the fridge, which presents a significant risk for **cross-contamination**. This can lead to foodborne illnesses if juices from the raw meat contaminate the ready-to-eat items.
 - **Risk of foodborne illnesses:** if proper hygiene protocols are not followed, there is a risk of contamination during food preparation, particularly with raw foods and high-risk items such as poultry and seafood.
 - **Lack of temperature monitoring:** there may be issues with ensuring that food is cooked and held at safe temperatures, which could cause health risks or suboptimal food quality.
 - **Lack of portion control:** Some dishes are being plated without adherence to standard portion sizes, leading to inconsistencies in both the presentation and the amount of food served.
 - **Unorganized kitchen flow:** a lack of structure in the kitchen can lead to confusion, delays, and inefficiencies in food preparation and plating. This could result in delays in service or mistakes in the dishes.
- a. Address storage issues to minimize the risk of cross-contact and avoid any contamination.

- b. Establish a system of communication to ensure clear instructions are given and understood across all kitchen stations.
 - c. Conduct audits to ensure that all hygiene and safety practices are being adhered to during the entire preparation process.
 - d. Organize kitchen stations to reduce unnecessary movement and enhance efficiency.
2. Suggest solutions to address challenges in relation to effective planning, staff training, and operational discipline to ensure the wedding feast runs smoothly and meets both safety standards and guest expectations. Each critical point should be tackled proactively to prevent issues and ensure high-quality food preparation.



Activity 3: Application



Task 17:

Read the scenario below and perform the tasks to address the pertinent issues:

Claudette, the Executive Chef at a hotel kitchen in **Huye**, is overseeing the preparation and service of meals for a busy weekend. However, she has recently observed that food waste has been unusually high, with staff members discarding leftover ingredients and improperly plated meals. Additionally, she notices that the temperature logs for high-risk foods, such as seafood, are incomplete, potentially putting the kitchen at risk for food safety violations.

- a. Provide solutions to reduce food waste in the kitchen
- b. Implementing waste reduction practices and improving workflow in the hotel kitchen
Propose repurposing strategies for leftovers
- c. Reinforcing food safety procedures related to the food preparation process
- d. In a brief report, propose strategies for Claudette to minimize food waste, prioritize food safety, and enhance kitchen efficiency, ultimately improving service quality and boosting customer satisfaction at the hotel in Huye.

Topic 2.5: Monitoring quality of food & beverage service delivery



Activity 1: Problem Solving



Task 18:

1. Read and answer the questions below
 - a. Tell us about a situation when you identified an area for improvement in the restaurant's operations. What steps did you take to address the problem, and what were the results?
 - b. Have you ever identified a recurring issue in food service or kitchen operations? What actions did you take to solve it, and how did you ensure it did not happen again?
 - c. Describe an instance where you had to deal with food being served at an improper temperature. How did you ensure the issue was resolved?
 - d. Have you ever had to address inconsistent plating in a restaurant setting? What actions did you take to improve presentation and ensure dishes met the restaurant's standards?
 - e. Can you provide an example of when communication between kitchen and service staff broke down, and how you resolved the issue to improve service flow?

Key Facts 2.5: Monitor quality of F&B service delivery

Quality of food and beverage service delivery in a hotel is essential to ensure guest satisfaction, maintain high standards, and boost repeat business. This process involves evaluating every aspect of the service, from the guest's entering to exiting our restaurant.

- **Evaluation of beverage hygiene maintenance practices**
 - ✓ Storage: ensure beverages are stored at appropriate temperatures (e.g., chilled for wines, beers, and soft drinks) and away from contaminants.
 - ✓ Preparation areas: verify cleanliness of bar counters, blenders, mixers, and other beverage preparation equipment.

- ✓ Glassware hygiene: check that glasses are spotless, free from chips, and sanitized before use.
- ✓ Handling practices: observe staff hygiene when preparing and serving beverages, including the use of clean hands or gloves.
- ✓ Water quality: Ensure water used for ice, coffee, or tea preparation is clean and safe.
- **Verification of food and beverage quality service criteria**
 - ✓ Taste and presentation: inspect the quality, consistency, and presentation of food and beverages served to guests.
 - ✓ Temperature: verify that hot foods are served hot and that cold items remain chilled until delivery.
 - ✓ Timeliness: check if orders are delivered within an acceptable time frame, minimizing guest waiting times.
 - ✓ Service standards: ensure staff adhere to hospitality standards, such as polite communication and efficient handling of guest requests.
 - ✓ Customization: confirm that dietary preferences, allergen requests, and portion adjustments are honored accurately.
 - ✓ Presentation and quality of food and beverages
 -  Food presentation: verify that dishes are presented attractively, aligned with the hotel's standards for portion size, plating, and garnishing.
 -  Beverage quality: ensure beverages, including cocktails, wines, and hot drinks, are prepared and served according to established standards.
 -  Consistency: check that food and beverages meet the expected quality consistently, regardless of the time of day or service team.
- **Food and beverage quality service checklist**

A food and beverage quality service checklist is a practical tool that helps ensure consistency, efficiency, and adherence to service standards. It serves as a guide for staff to verify that every aspect of the service process aligns with the expectations of the establishment and customer satisfaction goals.

Area 1: Pre-service preparation

Item	Details	Status
Table Setting	Ensure tables are set with the correct number of plates, utensils, glasses, and napkins.	☐
Cleanliness of Dining Area	Ensure floors, walls, windows, and furniture are clean and free from debris.	☐
Menu Availability	Confirm menus are clean, updated, and placed on each table or available for customers.	☐
Lighting and Ambiance	Ensure appropriate lighting levels and ambiance for a comfortable dining experience.	☐
Restroom Cleanliness	Check that restrooms are clean, stocked, and have a pleasant scent.	☐

Area 2: Food and Beverage Quality Control

Item	Details	Status
Food Presentation	Ensure food is presented according to the menu standards (e.g., garnishes, plating).	☐
Food Temperature	Verify hot food is served at 140°F (60°C) or above, and cold food is served at 40°F (4°C) or below.	☐
Portion Sizes	Ensure each dish is served in the correct portion size as per the menu description.	☐
Beverage Quality	Check that beverages are served fresh and at the proper temperature (e.g., cold drinks on ice).	☐
Garnishes and Accompaniments	Confirm that appropriate garnishes and condiments are provided with each dish.	☐

Area 3: Timeliness of service

Item	Details	Status
Order Confirmation	Ensure the order is confirmed with the guest promptly.	☐
Order Delivery	Ensure food and beverages are served promptly and within the expected time frame (e.g., within 15 minutes of ordering).	☐
Course Coordination	Ensure that courses are served in the correct sequence (starter, main course, dessert).	☐

Area 4: Hygiene standards

Item	Details	Status
Staff personal hygiene	Ensure staff are wearing clean uniforms, aprons, and have appropriate grooming.	☐
Cleanliness of service tools	Confirm that service tools (e.g., trays, serving spoons, glassware) are clean and sanitized.	☐
Food handling	Ensure staff are following proper food handling protocols (e.g., wearing gloves, using clean utensils).	☐
Sanitization of surfaces	Check that all surfaces (tables, countertops, etc.) are sanitized regularly.	☐

Area 5: Customer Interaction

Item	Details	Status
Warm greeting	Ensure customers are greeted promptly upon arrival with a friendly demeanor.	☐

Menu knowledge	Confirm that staff are knowledgeable about the menu and can answer customer questions.	☐
Handling special requests	Verify that special requests (e.g., dietary restrictions, seat preferences) are noted and fulfilled.	☐
Customer feedback	Ensure staff ask for customer feedback and handle complaints professionally.	☐

Area 6: Post-Service Follow-Up

Item	Details	Status
Table clearing	Ensure tables are cleared promptly and discreetly after the guests have finished.	☐
Bill presentation	Ensure the bill is presented promptly, clearly itemized, and without errors.	☐
Payment Process	Confirm the payment is processed correctly (e.g., credit card, cash).	☐
Thank you and farewell	Ensure the guest is thanked for their visit and invited to return.	☐

- **Best Practices:**

To effectively monitor and maintain the quality of food and beverage service delivery in a hotel, the following best practices should be implemented:

- ✓ Regular inspections and audits: conduct routine inspections to verify compliance with safety, hygiene, and quality standards.

- ✓ Training and awareness: regularly train staff on food safety, hygiene practices, and service standards to maintain consistency.
- ✓ Clear communication: ensure continuous communication between the kitchen, service staff, and the F&B controller to maintain operational efficiency and address any issues promptly.
- ✓ Customer feedback integration: Pay attention to customer feedback and use it as a tool for continuous improvement of service quality.
- **Strategies for service continuous improvement**
 - ✓ Daily Review: Use this checklist at the start of each shift to ensure all key areas are covered.
 - ✓ Wastage reduction: track waste in food preparation and service to identify inefficiencies and propose solutions to reduce spoilage.
 - ✓ Collaboration and Communication
 - ✓ Cross-Department Coordination: Work closely with the kitchen, service staff, and procurement teams to streamline operations and enhance service quality.
 - ✓ Feedback Integration: Review guest feedback on food and beverage quality and provide actionable insights to management and staff.
 - ✓ Training Recommendations: Identify gaps in staff knowledge or skills and recommend training to improve operational efficiency and quality.
 - ✓ Share record observations: document areas where service delivery meets or falls short of the set standards and share with staff for improvement.



Activity 2: Guided Practice



Task 19:

1. Read the scenario below and act accordingly: **Service and quality issues at a school restaurant in Musanze**

At RP/Musanze College restaurant, Sarah, the F&B Supervisor, observes several issues during a busy evening shift. The students and staff dining at the restaurant are experiencing delays in receiving their meals, and the service is being compromised. Some guests report receiving

incorrect dishes or the wrong beverage, while the beverage station is found to have dirty glasses, which raises concerns about cleanliness and hygiene. You have been requested by Sarah to:

- a. Suggest actions to address issues about:
 - i. Customer satisfaction in the college restaurant
 - ii. Improve operational efficiency of the college restaurant
 - iii. Consistency in service and quality of the college restaurant
- b. Implement service monitoring and feedback collection. Reorganize the food service process



Activity 3: Application



Task 20:

Scenario: service and quality issues at a hotel in Kigali:

A guest at a hotel in Kigali has expressed dissatisfaction with their recent dining experience. The guest reported that their food was served lukewarm, the wait time for their meal was longer than expected, and the staff appeared inattentive during their visit. In response to the complaint, the F&B Manager, Benjamin, initiates a thorough review of the evening shift service to identify the root causes and rectify the situation.

Benjamin's observations during the review: delays in order delivery, lukewarm food, improper plating and inattentive staff.

- a. Observe the dining process and take detailed notes on any issues
- b. Inspect dining tables, glassware, utensils, and food preparation areas before service begins.
- c. Time a mock dining service and track the time taken to: taking guest orders, relaying orders to the kitchen, serving dishes and beverages and clearing tables after meals.
- d. Check the plating and presentation of sample dishes before serving
- e. Design and distribute a mock guest feedback form to gather opinions on: service speed, food quality and temperature, staff behavior and attentiveness, and overall dining experience.
- f. Implement the checklist based on key service quality factors (e.g., cleanliness, timeliness, order accuracy, staff professionalism).
- g. Organize and lead a pre-service briefing for staff, covering topics such as: special menu items or promotions, anticipated busy times and strategies to handle them, and reminders about hygiene and service standards.



Formative Assessment

Section 1: Multiple-Choice Questions (MCQs)

1. What is the first step in implementing HACCP in a kitchen?
 - a) Monitoring critical control points
 - b) Conducting a hazard analysis
 - c) Establishing critical limits
 - d) Verifying procedures
2. Which of the following is an example of a Critical Control Point (CCP) in the kitchen?
 - a) Proper labeling of food packages
 - b) Cooking chicken to 75°C
 - c) Storing cleaning agents away from food
 - d) Using FIFO for inventory
3. HACCP is primarily concerned with:
 - a) Customer satisfaction
 - b) Preventing foodborne illnesses
 - c) Increasing food production efficiency
 - d) Improving staff hygiene
4. Which tool is essential for temperature monitoring in HACCP?
 - a) Audit checklist
 - b) Thermometer
 - c) Sanitizer test strips
 - d) Visual inspection log
5. When conducting a hygiene audit, which of the following is NOT typically assessed?
 - a) Staff grooming
 - b) Waste management practices
 - c) Food plating techniques
 - d) Pest control measures

Section 2: Open-ended questions

1. Explain the importance of record-keeping in HACCP implementation.

2. Why is the FIFO method crucial for effective food storage management?

Section 3: Scenario-based questions

1. Scenario: Conducting a quality control audit in a school kitchen and restaurant

The school restaurant is preparing for a major event with guests, including parents and local dignitaries. As part of the preparation, the management has tasked your class with conducting a **quality control audit** of both the kitchen and the dining area to ensure everything is up to standard. Key areas of focus include food safety, cleanliness, staff performance, service efficiency, and overall compliance with hospitality best practices.

- a. Identify potential risks, propose corrective actions, and create a detailed report on their findings and recommendations.
- b. Monitor and ensure the quality of the food preparation process in a school restaurant.
- c. Work in groups to review common service issues from real-life scenarios and propose solutions

Section 4: True/False Questions

1. HACCP principles apply only to large-scale food operations.
2. Maintaining proper staff hygiene is part of HACCP implementation.
3. A sanitation audit focuses solely on the cleanliness of food preparation areas.

Section 5: Fill-in-the-blanks

1. The _____ step in HACCP involves establishing criteria such as cooking temperatures to ensure food safety.
2. _____ is the process of checking food storage areas for pests or signs of infestation.
3. Corrective actions must be taken when _____ are not met.



Points to Remember

- Regular Audits: Ensure consistent food and beverage quality.
- HACCP Compliance: Follow food safety principles in all stages.
- Checklists: Use detailed checklists for thorough inspections.
- Documentation: Keep accurate records of findings and actions.
- Inventory Control: Monitor stock, expiration dates, and FIFO.
- Staff Training: Train staff on hygiene and food safety procedures.
- Spot Checks: Perform random inspections to ensure compliance.
- Prompt Action: Address issues immediately to maintain standards.
- Customer Feedback: Use feedback to identify areas for improvement.
- Continuous Improvement: Adapt and improve processes based on audit results.



Self-Reflection

3. Re-take the self-assessment they did at the beginning of the unit. Read the statements across the top. Put a check in a column that best represents your level of knowledge, skills, and attitudes.

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills, and attitudes					
Explain HACCP guidelines and sanitation protocols.					
Describe procedures, documentation, and purchase specifications.					
Describe storage conditions (temperature, humidity, shelf-life),					

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills, and attitudes					
inventory rotation (FIFO)					
Describe stages of preparation, safe cooking temperatures, and cross-contamination prevention.					
Identify food safety practices, quality service criteria (presentation, portioning, timing)					
Conduct inspections based on standards.					
Verify the quality of the received goods.					
Assess storage and monitor conditions.					
Monitor preparation processes					
Assess service quality					

Fill in the table above and share results with the trainer for further guidance.

Areas of strength	Areas for improvement	Actions to be taken to improve
1.	1.	1.
2.	2.	2.
3.	3.	3.

UNIT 3: PERFORM POST-AUDIT ACTIVITIES



Unit summary

This unit provides you with the knowledge, skills and attitudes required to perform post-audit activities. It covers documenting food and beverages audit findings, recommending corrective measures, and reporting food and beverages audit findings.

Self-Assessment: Unit 3

1. Referring to the unit illustration above, discuss the following:
 - a. What does the illustration show?
 - b. What is the difference between the different images in the illustration?
 - c. What do you think this unit is about based on the illustration?

1. Fill in and complete the self-assessment table below to assess your level of knowledge, skills, and attitudes under this unit.
 1. There is no right or wrong way to answer this assessment. It is for your reference and self-reflection on the knowledge, skills, and attitudes acquired during the learning process.
 2. Think about yourself: do you think you have the knowledge, skills, or attitudes to do the task? How well?
 3. Read the statements across the top. Put a check in a column that best represents your level of knowledge, skills, and attitudes.

My experience	I don't have	I know	I have some	I have a lot	I am
Knowledge, skills, and attitudes	any experience doing this.	a little about this.	experience doing this.	of experience with this.	confident in my ability to do this.
Identify the reporting template and process.					
Identify gaps in staff knowledge or performance.					
Analyze data from the audit to prioritize issues.					

My experience	I don't have	I know	I have some	I have a lot	I am
Knowledge, skills, and attitudes	any experience doing this.	a little about this.	experience doing this.	of experience with this.	confident in my ability to do this.
Summarize key findings into actionable insights.					
Present findings in a structured, easy-to-understand format.					
Describe best practices and standards in hospitality operations (e.g., HACCP, FIFO)					
Use reporting software in a hotel property management system.					
Organize and store audit reports securely for future reference.					
Propose actionable steps for addressing audit issues.					
Prepare clear and comprehensive post-audit reports.					
Deliver presentations to stakeholders to					

My experience	I don't have	I know	I have some	I have a lot	I am
Knowledge, skills, and attitudes	any experience doing this.	a little about this.	experience doing this.	of experience with this.	confident in my ability to do this.
highlight progress and future goals.					



Key Competencies:

Knowledge	Skills	Attitudes
1. Understand food and beverage auditing documentation processes.	1. Document auditing records using F&B management software.	1. Demonstrate accuracy and thoroughness in record-keeping.
2. Identify common food and beverage malpractices.	2. Share corrective measures effectively to address malpractices.	2. Value the importance of transparency in audits.
3. Explain the procedures for reporting audit findings.	3. Report audit findings in compliance with reporting processes.	3. Exhibit responsibility in following up on corrective actions.
4. Recognize the role of F&B management software in audits.	4. Utilize F&B management tools for efficient post-audit activities.	4. Promote accountability in post-audit activities.
5. Describe corrective measures for addressing malpractices.	5. Analyze audit findings to propose effective corrective measures.	5. Foster a collaborative attitude in implementing improvements.

Knowledge	Skills	Attitudes
6. Understand the relationship between auditing and operations.	6. Communicate audit results effectively to the team.	6. Encourage continuous improvement through audit follow-ups.
7. Familiarize with standards for kitchen and restaurant audits.	7. Evaluate the effectiveness of implemented corrective actions.	7. Show commitment to maintaining high standards.



Discovery activity:



Task 21:

1. Referring to your experience in food and beverage quality control, read and answer the questions below
 - a. Can you describe a time when you had to perform an audit under time constraints? How did you manage your tasks effectively?
 - b. Tell us about a time when your attention to detail during an audit helped prevent a major issue.
 - c. How do you ensure consistent follow-through on the implementation of corrective measures you recommend?
 - d. Have you ever encountered discrepancies in records (e.g., incomplete logs) during an audit? How did you address the issue?
 - e. What strategies do you use to maintain a professional and constructive approach during audits, even when identifying serious issues?

Topic 3.1: Documenting food and beverage audit findings



Activity 1: Problem Solving



Task 22:

1. You are conducting an audit and notice that previous records, such as temperature logs or cleaning schedules, are incomplete or missing.
 - a. How would you address the issue of incomplete documentation during the audit?
 - b. What steps would you take to ensure future records are maintained consistently?
2. During an audit, you observe an issue (e.g., improper food storage) but lack sufficient evidence to determine whether it is a recurring problem or an isolated incident.
 - a. How would you document this finding while maintaining objectivity?
 - b. What additional information or actions would you pursue to clarify the situation?
3. You are under time constraints to complete an audit. While documenting findings, you discover several minor issues that require detailed notes to ensure clarity.
 - a. How do you balance the need for thorough documentation with the time available to complete the audit?
 - b. What tools or strategies would you use to expedite the documentation process without compromising quality?
 - c. What tools or methods have you used to document audit findings effectively, such as checklists, software, or other systems?

Key Facts 3.1a: Documenting food and beverage auditing findings

Effective documentation of food and beverage audit findings ensures robust quality control, regulatory compliance, and continuous operational improvement. Proper recording methods, categorization, and the integration of property management systems (PMS) help streamline the audit process and foster a proactive approach to addressing issues.

- **Types of findings in F&B audits**

Compliance findings			
Description	Example	Documentation Best Practices	Use PMS to
Issues that pertain to regulatory or	Missing allergen labels on packaged	Record the specific regulation breached, e.g.,	Configure automa alerts for mandato

industry standards, such as hygiene, labeling, and food safety protocols.	beverages violates food labeling regulations.	"Allergen labeling required under [Regulation Name]." - Attach photographic evidence of the unlabeled product. - Document the date, batch number, and corrective action taken, like re-labeling or withdrawing the product.	fields during production or packaging to avoid such lapses.	
Operational Findings				
Deficiencies in day-to-day operations that affect food and beverage handling or quality.	Storage temperatures exceeding recommended levels for perishable items, such as dairy stored at 12°C instead of the required 4°C.	Log the specific item, temperature readings, and the duration of the deviation. Include sensor data or manual thermometer readings from monitoring systems. Record actions like discarding the affected stock or servicing the refrigeration unit.	Integration with IoT devices for automated temperature monitoring and alerts when deviations occur.	
Critical findings				
Issues posing immediate risks to health or safety, requiring urgent resolution.	Detection of contaminated food items due to microbial growth or spoiled beverages.	- Specify the nature of contamination (e.g., presence of Salmonella detected during routine testing). - Record the affected batch number, supplier details, and initial reporting date. - Outline the urgent corrective measures taken, such as a product recall or supplier review. - Include follow-up steps, like additional testing or staff retraining.	Utilize software modules for recall management, with pre-configured workflows for escalation and communication.	
Documentation findings				
Gaps or inconsistencies in	Incomplete temperature logs	- Highlight missing entries and specify the period of	Automate log entries using	

record-keeping that hinder traceability or compliance.	for refrigerated items in storage.	data absence. - Include comments from responsible staff explaining the cause of the inconsistency. - Recommend corrective actions, such as automated data logging systems or training for staff on record maintenance.	connected monitoring devices and implement mandatory fields to prevent omissions.	
Customer feedback-related findings				
Insights derived from customer complaints or suggestions that can drive improvements.	Complaints about the taste or packaging of a beverage product, such as customers reporting a metallic taste in canned soda.	- Record customer complaints with specifics such as the product name, batch number, and packaging type. - Note trends in complaints (e.g., recurring issues with a specific supplier). - Document resolutions, like reformulating the product or switching packaging materials.	Implement a customer relationship management (CRM) module integrated with F&B operations to track and analyze feedback trends.	

N.B.: IoT stands for Internet of Things. It refers to the use of connected devices that monitor, track, and control various aspects of food safety, quality, and operations. For example, IoT-enabled devices can track temperatures in storage areas, monitor cooking conditions, and provide real-time alerts if there are deviations from safe food handling practices.

How it works

The IoT-enabled sensors monitor and log data automatically at each stage. The system alerts management if food is stored in the wrong temperature zone or if it remains too long in the danger zone (5°C to 60°C) after being cooked.

Benefit:

Prevents foodborne illnesses by ensuring that food is held at safe temperatures throughout the preparation and service process.

- **Property Management Systems (PMS) used in Food and Beverage control**

The screenshot displays the Fidelio PMS 'Editar Reserva' (Edit Reservation) window. The reservation is for a guest named Sanchez, Martina, with a room type of Suite. A dropdown menu for room features is open, showing options like 'No Fumador' (Non-Smoker), 'Fumador' (Smoker), 'Planta Alta' (High Floor), etc. The interface includes a sidebar with navigation icons and a top menu bar with options like 'Reservas', 'CRM', 'Front Desk', etc.

1. Fidelio PMS

A comprehensive system widely used in the hospitality industry for managing operations, including food and beverage quality.

Features:

- Inventory tracking and control.
- Integration with purchasing and supplier databases.
- ✓ Audit trail for quality checks and compliance monitoring.

Use Case: Recording discrepancies in inventory quality during audits.



2. Opera PMS

Primarily used in hotel management, but also supports food and beverage operations.

Features:

- ✚ Workflow automation for audit tasks.
- ✚ Real-time tracking of food and beverage orders and inventory.
- ✓ Generating detailed reports on quality control metrics.

Use: Tracking food safety compliance across multiple restaurant outlets.

3. Material Controller (MC) PMS

Focused on procurement and inventory control for the food and beverage sector.

Features:

- ✚ Monitoring expiration dates and stock levels.
- ✓ Automatic alerts for non-compliance issues.
- ✓ Consolidated reporting for audits.

Use Case: Identifying expired stock during an audit and documenting corrective actions.



4. Ishyiga Software

A locally developed solution tailored for managing food and beverage quality in Rwanda.

Features:

- ✓ Customizable templates for audit documentation.
- ✓ Integration with local compliance standards.
- ✓ User-friendly interface for training purposes.

Use: Documenting compliance with local hygiene standards.

5. Oto Software

A versatile tool designed for end-to-end management of food and beverage operations.

Features:

- ✓ Real-time data collection during audits.
- ✓ Easy retrieval of historical audit records.
- ✓ Analysis tools for identifying recurring quality issues.

Use: Generating audit summaries to support management decision-making.

- **Recording food and beverage auditing findings**

Rearranging documentation with PMS and tools:

- ✓ **Centralized record-keeping:** use PMS to maintain all audit records in a unified database accessible across departments. For instance, You may attach compliance certificates from suppliers to purchase records. Or archive internal inspection reports with time-stamped entries (meaning each entry or record is marked with a specific date and time to indicate when it was created, updated, or logged).
- ✓ **Automated alerts and notifications:** set up alerts for critical metrics, such as temperature deviations or missing allergen labeling. These can notify relevant staff and escalate issues to management promptly.
- ✓ **Predefined templates for findings:** utilize templates in PMS for consistent documentation of audit findings. Example: A pre-filled form for critical findings may include fields for item name, issue description, corrective action, and follow-up requirements.
- ✓ **Real-time reporting and dashboards:** PMS dashboards can display trends in audit findings, such as frequent compliance breaches or high customer complaints for specific products. This allows for data-driven decision-making.

- **Tangible example of documenting an F&B audit finding**

Scenario 1: Operational findings

- Issue: A routine audit identifies perishable cheese stored at 10°C instead of the required 4°C for over 8 hours.
- Finding category: operational.
- Audit report entry:
- Date: January 3, 2025.
- Item: Fresh mozzarella cheese (Batch #12345).
- Issue details: Recorded storage temperature of 10°C from 6:00 PM to 2:00 AM.
- Evidence: Sensor logs and photographic evidence of the temperature display.

Scenario 2: Compliance finding

- Issue: Unlabeled allergens in bakery products.
- Finding category: Compliance.
- Audit report entry:
- Date: January 5, 2025.
- Item: Chocolate chip cookies (Batch #56789).
- Issue details: Packaging did not list nuts as an ingredient despite their presence in the product.
- Evidence: Photographs of product packaging and ingredient list from the recipe log.

Scenario 3: Operational Finding

- Issue: Improper stacking of beverages in storage.
- Finding category: Operational.
- Audit Report Entry:
- Date: January 8, 2025.
- Item: Bottled sparkling water (Brand X).
- Issue details: Cases of bottled water were stacked too high, exceeding the maximum recommended limit and causing breakages.
- Evidence: Photographs of the storage area showing broken bottles and pooling water on the floor.

Scenario 4: Critical Finding

- Issue: Spoiled seafood served during a banquet.
- Finding category: Critical.
- Audit report entry:
- Date: January 12, 2025.
- Item: Grilled prawns served at a corporate banquet.
- Issue details: Guests reported foul odor and taste, indicating spoilage. Initial investigation revealed seafood was not stored at the required -18°C during transportation.

- Evidence: Guest complaints, photographs of the prawns, and delivery logs showing a temperature spike to -5°C during transit.

Scenario 5: Poor Service Delivery

- Issue: Delayed room service due to a shortage of prepared breakfast items.
- Finding category: Operational.
- Audit report entry:
- Date: January 15, 2025.
- Item: Breakfast platters for in-room dining.
- Issue: Several guests reported delays of up to 45 minutes for breakfast delivery due to a shortage of prepared items, particularly scrambled eggs and fresh fruit platters. Investigation revealed insufficient preparation during the morning shift.
- Evidence: Guest complaints recorded in the customer feedback system.
Kitchen prep log showing only 20 portions of scrambled eggs prepared instead of the required 40 portions based on forecasted demand.
Staff interviews indicate a last-minute staff shortage in the kitchen.



Activity 2: Guided Practice



Task 23:

1. Document the food and beverage audit findings from the school restaurant (*use digital tools for documentation*) In the school's restaurant, Claude, the quality assurance officer, receives reports from recent audits that raise serious concerns about the following:
 - a. Several food temperature logs, particularly for high-risk foods like poultry, seafood, and dairy, are missing or incomplete. This is a major concern for food safety, as improperly monitored temperatures can lead to foodborne illnesses, which can harm guests and damage the hotel's reputation.
 - b. Several pre-packaged items used in the hotel's kitchen, such as pre-cut vegetables, sauces, and beverages, are missing allergen labels. Allergen labeling is essential in ensuring guest safety, particularly for individuals with food allergies. Failing to provide

allergen information could result in serious health risks, legal liabilities, and loss of customer trust.

- c. The restaurant has received complaints from suppliers regarding delayed shipments of key ingredients (e.g., fresh produce, specialty items) and poor communication on product specifications (e.g., correct packaging, size, and quality of ingredients).
- d. Delayed deliveries impact food preparation times, creating inefficiencies and potentially leading to food shortages. Poor communication can lead to errors in ordering or mismatches between the kitchen's needs and the products delivered.



Activity 3: Application



Task 24:

1. Read the scenario: **“Jeannette’s nightmare”** and perform the tasks that follow:

Jeanette, the store manager at a renowned coffee shop in your school neighborhood, faces challenges related to inventory management and food safety compliance. The discrepancy between inventory records and actual stock levels, along with the use of expired milk, is a major concern. To address these issues and ensure better inventory tracking and compliance with food safety standards, Jeanette needs to implement a systematic approach that incorporates proper documentation of audit findings for both inventory and food safety. Suggest an elaborate breakdown of the situation and steps Jeanette could take:

- a. Identify the possible reasons why inventory records might not align with actual stock levels.
- b. Explain how Jeanette can use a Property Management System (PMS) to automate inventory tracking and prevent expired items from being used.

Jeanette is committed to adhering to food safety standards, which include keeping track of inventory in compliance with hygiene and quality protocols. For instance, **milk** is a high-risk food item that requires careful handling to prevent spoilage and contamination.

2. Assist her in documenting the following findings:
 - a. Stock variances (e.g., more or fewer coffee beans than recorded).

- b. Discrepancies between expected and actual quantities.
- c. Potential causes for discrepancies (e.g., errors in stock entry, theft, or spoilage).

Topic 3.2: Recommending food and beverage corrective measures



Activity 1: Problem Solving



Task 25:

- a. Can you describe a time when you identified a critical issue during an audit and had to recommend immediate corrective actions? How did you approach this?
- b. How do you ensure your recommendations are actionable and understood by the team responsible for implementation?
- c. Have you faced resistance when suggesting corrective measures? How did you handle the situation and ensure compliance?
- d. Tell us about a time when you had to balance recommending corrective measures with maintaining positive relationships with team members.
- e. How do you prioritize corrective actions when faced with multiple issues identified during an audit?
- f. Share an example of when you had to prepare an audit report. How did you ensure it was clear, concise, and effective in communicating the findings?
- g. What steps do you take to ensure your reports highlight critical insights without overwhelming readers with unnecessary details?

Key Facts 3.2: Recommending corrective measures to address food and beverage audit issues

Sharing corrective measures is essential to ensure that all stakeholders in the food and beverage supply chain align with best practices, regulatory compliance, and quality standards. This topic will focus on formulating actionable recommendations based on audit findings and addressing malpractices in different areas of operation.

- **Formulating recommendations for improvement**

Corrective measures should be practical, evidence-based, and tailored to address specific issues uncovered during audits. Below is a detailed exploration of recommendations across critical areas:

Area: Kitchen malpractices	
Issue	Recommendations
Hygiene Protocols	Reinforce regular handwashing and personal hygiene among kitchen staff.
	Implement routine sanitization schedules for kitchen surfaces, utensils, and equipment.
Temperature Control	Ensure strict adherence to temperature monitoring for cooking, cooling, and storing food items.
	Train staff on safe cooking temperatures for different food categories to eliminate pathogens.
Cross-Contamination Prevention	Use color-coded cutting boards for raw and cooked foods to prevent cross-contamination.
	Segregate storage areas for raw and ready-to-eat food items.
Waste Management	Establish a systematic waste disposal plan to minimize contamination risks.
	Conduct regular audits of waste disposal practices.
Area: Restaurant malpractices	
Customer Service Hygiene	Provide training for staff on personal grooming and hygiene while handling food.
	Supply sufficient hand sanitizers at strategic points within the restaurant.
Service Workflow Improvements	Develop SOPs for handling and serving food, ensuring minimal exposure to contamination.
	Train servers to identify and report visibly spoiled or substandard food items before serving.

Tableware and Utensils	Implement a robust cleaning and sanitization process for all tableware, glassware, and utensils.
	Store sanitized items in a dust-free environment.
Customer Feedback Handling	Establish a system for logging and analyzing customer complaints related to food quality.
	Use feedback as a basis for continual staff training and process improvements.
Area: food and beverage receiving and storage	
Inspection at Receiving	Train staff to inspect incoming supplies for signs of spoilage, damage, or contamination.
	Reject deliveries that do not meet quality or safety standards.
Storage Practices	Implement a structured storage system with clear labeling and adherence to FIFO (First In, First Out).
	Monitor storage conditions, including temperature and humidity, to ensure compliance with product requirements.
Inventory Management	Conduct regular stock audits to identify expired or improperly stored items.
	Integrate inventory management software to streamline stock monitoring and reduce errors.
Pest Control	Schedule routine pest control inspections and establish preventive measures to safeguard storage areas.
	Use pest-proof containers for dry goods and implement proper waste disposal.

Tangible example of recommendations of F&B audit findings

These examples demonstrate how thorough documentation of audit findings, along with corrective and preventive measures, ensures improved operational practices, compliance, and customer satisfaction in F&B operations.

Scenario 1: A routine audit identifies perishable cheese stored at 10°C instead of the required 4°C for over 8 hours.

- Finding category: operational.
- Corrective Action: affected stock discarded. Refrigeration system serviced and recalibrated.

- Preventive Measures: Staff should be trained on temperature monitoring protocols. IoT-enabled temperature alarms activated.

Scenario 2: Compliance Finding

- Issue: Unlabeled allergens in bakery products.
- Finding category: Compliance.
- Corrective Action: All unsold products were withdrawn from shelves. Packaging was updated with the correct allergen information.
- Preventive Measures: Review and verify ingredient labels for all products before production. Implement a second-level approval process for packaging designs.

Use of PMS: Integrated allergen checklists in the recipe module to ensure allergen information is mandatory.

Scenario 3: Operational Finding

- Issue: Improper stacking of beverages in storage.
- Finding category: Operational.
- Corrective Action: broken items were discarded, and stock count was adjusted in inventory records. staff reorganized storage to comply with stacking height guidelines.
- Preventive Measures: staff training on safe stacking practices. Install signage in storage areas displaying maximum stacking height.
- Use of PMS: Add a checklist item to the daily storage audit report to confirm adherence to stacking guidelines.

Scenario 4: Critical Finding

- Issue: Spoiled seafood served during a banquet.
- Finding category: Critical.
- Corrective Action: The affected batch was removed, and the remaining seafood was inspected and discarded. The supplier was notified, and immediate refunds were issued to guests.

- Preventive Measures: Introduce a policy requiring temperature data loggers in all refrigerated deliveries. Partner with a new logistics provider specializing in cold chain transport.
- Use of PMS: Enhance the supplier management module to include automatic tracking of delivery conditions and alert triggers for temperature non-compliance.

Scenario 5: Poor Service Delivery

- Issue: Delayed room service due to a shortage of prepared breakfast items.
- Finding category: Operational.
- Corrective Action:
 - Additional kitchen staff were temporarily assigned to address the backlog.
 - Guests affected by delays were offered complimentary beverages and apologies.
- Preventive Measures:
 - Implemented a forecasting system in the F&B management software to predict demand more accurately based on reservations and occupancy rates.
 - Revised staff scheduling practices to ensure adequate kitchen personnel during peak hours.
 - Introduced a checklist to verify the readiness of breakfast items before service starts.
- Use of PMS:
 - Integrate a demand forecasting module with historical occupancy and guest preferences data.
 - Add a service delivery time tracking feature to flag delays and monitor compliance with room service time targets.

The above emphasizes how effective documentation and immediate corrective measures can address service delivery shortages while implementing preventive steps to improve future performance.



Activity 2: Guided Practice



Task 26:

1. Read the scenario, the **“school restaurant jungle,”** and perform the tasks related to it.

At the school restaurant in a secondary school in Gisenyi, Jessica, the food and beverage manager, notices several recurring issues related to food safety and quality during routine inspections. These issues include undercooked meals, improper food storage, and inconsistent food portioning. There has also been a rise in student complaints about food temperature and presentation.

Upon investigating, Jessica learns that the kitchen staff is not following the standardized cooking times for certain dishes and has been storing raw meats in the same fridge as ready-to-eat salads. Additionally, the plating for meals is not consistent, which affects presentation.

- a. Propose corrective actions and preventive measures for Jessica to implement to properly address these issues:
 - i. Undercooked meals
 - ii. Improper food storage
 - iii. Inconsistent portioning and plating
 - iv. Temperature and presentation issues
 - v. Feedback mechanism



Activity 3: Application



Task 27:

Read the scenario “Café in Huye facing service and quality issues” and act accordingly

At a popular café in Huye, customers have been increasingly vocal about their dissatisfaction with the overall service. Complaints include long wait times, poor service delivery, inconsistent coffee quality, and limited availability of popular menu items, especially during the peak hours of the day.

The management team, led by the café's manager, Jeanine, conducts an internal review to understand the root causes of these issues. The review reveals several critical points that contribute to the low service quality.

Proposed actions and corrective measures that Jeanine can address the below underlying issues at the café, improve customer satisfaction, streamline operations, and ensure high-quality food and beverage service

- a. Improving coffee quality
- b. Addressing limited availability of menu items
- c. Improving service delivery
- d. Maintaining hygiene and cleanliness
- e. Ensuring consistent portioning, monitoring, and follow-up

Topic 3.3: Reporting food and beverage audit findings



Activity 1: Problem Solving



Task 28:

During a recent kitchen audit at *Kigali Hotel Restaurant*, the auditor observed that some kitchen staff were not wearing gloves while handling raw meat. The auditor also noticed that some storage areas were not maintained at the recommended temperatures.

Question:

- a) What are the potential risks associated with staff not wearing gloves while handling raw meat in the kitchen?
- b) Why is it important to maintain recommended storage temperatures in the kitchen?
- c) What immediate actions would you recommend to rectify the situation?
- d) How would you document this issue in an audit report?

Key Facts 3.3: Reporting Audit Findings

Clear and structured reporting of audit findings is crucial for ensuring accountability and facilitating corrective actions in food and beverage operations. This topic focuses on the reporting procedures for kitchen and restaurant audits.

- **Reporting procedure**

Effective reporting involves compiling audit findings into a comprehensive, accessible format that stakeholders can use to make informed decisions. Below is a step-by-step guide to the reporting procedure:

Data Compilation	Gather all findings from the audit, including notes, checklists, and observations. Ensure that all data is accurately recorded and supported by evidence such as photographs, sample test results, or compliance checklists.
Categorization of Findings:	Sort findings into predefined categories such as hygiene, storage, operational efficiency, and compliance. Highlight critical issues that require immediate attention.
Summary Preparation:	Draft an executive summary highlighting key findings, risks, and priority corrective actions. Include a brief overview of the audit scope and methodology to provide context.
Detailed Reporting:	Present each finding with the following structure: Observation: Describe what was observed during the audit. Implication: Explain the potential impact of the finding on food safety or operational efficiency. Recommendation: Suggest actionable steps to address the issue. Use clear, concise language and avoid technical jargon to ensure understanding by all stakeholders.

Stakeholder Communication:	Share the report with relevant stakeholders, including kitchen and restaurant managers, quality control teams, and upper management. Schedule a follow-up meeting to discuss findings and agree on corrective actions.
Action Plan Development:	Collaborate with stakeholders to create a detailed action plan addressing each finding. Include timelines, responsible personnel, and required resources for implementation.
Follow-Up and Monitoring:	Schedule follow-up audits to ensure that corrective actions have been effectively implemented. Maintain records of improvements and updated compliance statuses.

- **Kitchen audit reporting**

Kitchen-specific audits often uncover issues related to hygiene, operational practices, and equipment maintenance. The reporting process for kitchen audits includes additional considerations such as:

Focus areas	Key reporting elements
Cleanliness and sanitization of workstations and utensils.	Non-Conformities: Document any instances of non-compliance with food safety standards, such as unclean work surfaces or improper storage temperatures.
Proper handling and storage of ingredients.	Recommendations: Provide specific, practical steps to resolve non-conformities, such as retraining staff on hygiene protocols or servicing malfunctioning equipment.
Maintenance and functionality of kitchen equipment.	Compliance Metrics: Include metrics or scoring systems to quantitatively assess kitchen performance against set standards.

Documentation tools:

Use templates and software designed for food safety audits to standardize reporting.

Attach supplementary documents such as temperature logs, cleaning schedules, and equipment maintenance records.

✓ Restaurant audit reporting template

Date of Audit: [Insert Date]

Auditor Name: [Insert Name]

Restaurant Name: [Insert Name]

Location: [Insert Location]

1. Executive Summary

Provide a brief overview of the audit findings, including key strengths and areas for improvement.

2. Audit Scope and Objectives

Scope: [Define the areas and processes audited, e.g., hygiene, customer service, food storage, or employee practices.]

Objectives: [State the goals of the audit, such as ensuring compliance, improving quality, or identifying risks.]

3. Audit Findings

Present findings in a table format for clarity.

Observation	Implication	Recommendation
Example: Unclean dining tables between customer uses.	Risk of bacterial contamination.	Implement a sanitization protocol and checklist.
Example: Inconsistent food storage temperatures.	Potential spoilage and safety risks.	Calibrate refrigerators and implement temperature logs.

4. Compliance Metrics

Include scores or grades for specific areas of the restaurant.

Hygiene Practices: [Insert Score or Grade.....]

Service Efficiency: [Insert Score or Grade.....]

Food Handling and Storage: [Insert Score or Grade.....]

Employee Training and Knowledge: [Insert Score or Grade.....]

5. Corrective Action Plan

Detail the agreed-upon corrective measures, timelines, and responsible personnel.

Issue	Action Plan	Responsible party	Timeline
Example: Food storage temperature inconsistencies.	Install automated temperature monitoring devices.	Kitchen Manager	Within 2 weeks.

6. Supporting Documentation

Attach any relevant logs, photographs, checklists, or compliance certificates as evidence to substantiate the audit findings.

7. Conclusion and Recommendations

Summarize the overall performance, highlight critical areas of focus, and provide recommendations for future improvements.

8. Follow-Up Plan

Specify the date and scope of the next audit or follow-up review to assess the implementation of corrective actions.

✓ **Reporting channel**

The reporting channel defines the flow of communication for audit findings, ensuring that the right information reaches the right stakeholders effectively. Below is a structured framework for reporting channels:

✓ **Internal Reporting:**

-  **Frontline Staff:** Findings are initially communicated to frontline staff for immediate awareness and correction of critical issues.
-  **Department Managers:** Share detailed reports with kitchen and restaurant managers to address operational deficiencies and implement corrective actions.
-  **Quality Assurance Team:** Forward findings to the QA team to monitor trends and assess compliance levels across audits.
-  **Hierarchical Escalation:**
-  **Operations Manager:** Escalate unresolved issues or significant risks to the operations manager for resource allocation and strategic decision-making.
-  **Senior Management:** share executive summaries with senior management to align audit outcomes with organizational goals and policy updates.

✓ **External reporting:**

-  **Regulatory Authorities:** submit mandatory reports to food safety and public health authorities to demonstrate compliance with legal requirements.
-  **Certifying bodies:** provide detailed reports during certification audits or renewals to maintain quality standards and certifications (e.g., ISO, HACCP).

✓ **Communication tools:**

-  **Digital platforms:** utilize software like Fidelio, Opera, or Ishyiga for real-time reporting and documentation.
-  **Email reports:** send structured reports via email to ensure a documented trail of communication.
-  **In-Person meetings:** conduct meetings to discuss findings and action plans, ensuring clarity and alignment.
-  **Feedback Loop:** Encourage feedback from all stakeholders to refine the reporting process and address any communication gaps.

Use feedback to improve subsequent audits and corrective measures.

- **Report filing system**

A robust and well-organized report filing system ensures the efficient storage, retrieval, and management of audit reports. This system supports regulatory compliance, operational transparency, and the effective tracking of corrective actions.

- ✓ **Importance of a report filing system:**

- ✚ Facilitates quick access to historical data for reference and decision-making.
- ✚ Ensures compliance with legal and organizational record-keeping standards.
- ✚ Protects sensitive information through controlled access and secure storage.

- ✓ **Components of a report filing system**

Digital systems offer greater accessibility and security. Consider the following elements:

- ✚ **Folder Hierarchy:** establish a logical folder structure, such as:

- Year > Month > Restaurant/Section > Audit Type
- Example: 2024 > December > KitchenAudit > Hygiene

- ✚ **File Naming Convention:** Use consistent and descriptive file names for easier identification. Example: [YYYY-MM-DD] _[RestaurantName]_[AuditType].pdf
2024-12-27_MainRestaurant_HygieneAudit.pdf

- ✚ **Storage solutions:** store files in secure cloud-based platforms like Google Drive, OneDrive, or Dropbox for centralized access and backups.

- ✚ **Version Control:** Implement version tracking to monitor updates and maintain historical accuracy.

- ✚ **Searchability:** use metadata or tagging for quick file retrieval based on keywords.

- ✚ **Physical Filing System:** for organizations that require hard copies:

- ✚ **Categorized Folders:** use color-coded or labeled binders based on audit type, date, or department.

- ✚ **Indexed Logbooks:** Maintain a logbook or digital index for tracking the physical location of reports.

 **Secure Storage:** keep reports in lockable, fire-resistant cabinets to protect against unauthorized access or damage.

Best practices for report filing

- ✓ **Access Control:** restrict access to sensitive reports to authorized personnel using:
 - ✓ Passwords for digital files.
 - ✓ Access logs for physical storage.
- ✓ **Retention Policy:** a retention timeline is based on organizational and legal requirements, typically between 3–5 years. Periodically review and archive or securely dispose of outdated records.
- ✓ **Backup and Recovery:** ensure a robust backup strategy by:
 - ✓ Scheduling regular backups for digital files.
 - ✓ Storing duplicates of essential physical documents at an alternate secure location.
- ✓ **Transition to paperless systems**
 - ✓ Always consider adopting fully digital systems to minimize the risks associated with physical storage and improve efficiency. PMS explored earlier, such as Ishyiga or Fidelio software, can integrate reporting with filing, ensuring real-time documentation and accessibility.



Activity 2: Guided Practice



Task 29:

1. Read the scenario, **Food and beverage quality shortcomings**

You are tasked with reporting the findings from a recent food safety audit at Gikondo Heights school canteen kitchen. The audit uncovered unclean workstations and utensils in the hotel kitchen, which could result in food contamination. Additionally, the kitchen staff had not received recent training on hygiene and sanitation protocols. These issues pose risks to food safety, quality, and guest satisfaction.

- a. Draft a clear audit report

Instructions: Use simple and professional language to ensure readability, include detailed sections for each area audited, such as: Cleanliness and hygiene: specify issues like unclean workstations or utensils.

- i. Food storage: highlight temperature violations or improper storage practices.
 - ii. Documentation: Note missing logs or incomplete records
 - iii. Provide supporting evidence: photographs of violations (e.g., unclean workstations, improper storage), audit checklists, temperature logs, and other documentation, use graphs or tables to present trends or recurring issues
- b. Suggest clear and actionable measures to address non-compliance, such as:
- i. Staff training sessions on hygiene.
 - ii. Regular cleaning schedules and checklists.
 - iii. Maintenance of refrigeration units.
- c. Prepare a presentation for stakeholders
- d. Submit the report to relevant stakeholders (e.g., F&B manager, executive chef).
- e. Organize a meeting to discuss findings with the kitchen team and management.



Activity 3: Application



Task 30:

At Musanze Hospitality Restaurant, an audit revealed that the kitchen staff was not following proper food handling procedures, which included inadequate handwashing and improper food storage practices. The audit report also revealed that the staff had not been trained in food safety for over a year.

Question:

How would you summarize the findings in the executive summary of your audit report?

What recommendation would you make for training staff on food safety procedures?

How would you use compliance metrics in your report to show the severity of the situation?

What action plan would you develop to address this issue, and how would you ensure its successful implementation?



Formative Assessment

1. What is meant by "audit findings" in food and beverage operations?
 - a) The summary of the audit procedures.
 - b) The results or issues identified during the audit.
 - c) A record of the staff members involved in the audit.
 - d) A description of all food and beverage items served.
2. Which of the following is a key part of a food and beverage property management system?
 - a) Fidelio
 - b) Inventory count
 - c) Staff training
 - d) Menu design
3. Which system is most commonly used for food and beverage auditing in hotels and resorts?
 - a) Opera
 - b) QuickBooks
 - c) Ishyiga Software
 - d) Microsoft Excel
4. Which of the following is NOT typically considered a kitchen malpractice during an audit?
 - a) Using expired ingredients
 - b) Not following recipe guidelines
 - c) Overcooking food
 - d) Storing food in appropriate containers

5. What does "MC" stand for in the context of material management for food and beverage operations?
 - a) Manager of Catering
 - b) Material Controller
 - c) Maintenance Coordinator
 - d) Meal Contributor
6. Which of the following software is commonly used for property management in food and beverage operations?
 - a) Fidelio
 - b) Ishyiga
 - c) Oto Software
 - d) All of the above
7. Which of the following best describes the purpose of a food and beverage receiving and storage audit?
 - a) To ensure proper presentation of food items
 - b) To track inventory levels of raw materials
 - c) To check the quality and safety of food as it arrives and is stored
 - d) To measure customer satisfaction
8. What should be reported first in a kitchen audit report?
 - a) Corrective actions
 - b) Observed findings
 - c) Background information
 - d) Executive summary
9. When creating a restaurant audit report, what should be included in the "findings" section?
 - a) Personal opinions of the auditor
 - b) Details of kitchen staff behavior
 - c) Specific non-compliances or areas needing improvement
 - d) Marketing strategies
10. Which of the following is a key feature of the Fidelio system used in property management?
 - a) Inventory tracking

- b) Staff scheduling
 - c) Guest room management
 - d) Payroll management
11. Explain the importance of a reporting channel in food and beverage audit findings.
 12. List two common kitchen malpractices that should be reported during an audit.
 13. What is the purpose of a restaurant audit reporting template?
 14. Why is it crucial to have a report filing system in food and beverage operations?
 15. Describe a scenario where improper food and beverage storage could lead to a food safety issue.
 16. Scenario: You are auditing the *Kigali City Restaurant*. During the audit, you find that raw vegetables are stored next to cooked items, which increases the risk of cross-contamination.
 - a) What type of finding would this be categorized as?
 - b) What corrective action would you recommend for the restaurant management?
 - c) How would you report this finding in the audit report?
 17. Scenario: While auditing the *Rubavu Hotel Kitchen*, you find that the kitchen staff does not use proper handwashing techniques before handling food.
 - a) How should you categorize this finding in the audit report?
 - b) What recommendation would you provide to correct this issue?
 - c) What is the immediate risk of such malpractice?
 - 18.** Scenario: During an audit of the *Nyungwe Lodge Kitchen*, you notice that the receiving and storage area lacks proper temperature control for perishable items.
 - a) What corrective measure would you suggest to improve the temperature control?
 - b) How would you document this issue in the audit findings?
 - c) What potential impact could this issue have on food safety?



Points to Remember

- Audit findings can range from minor issues (such as slight non-compliance with storage protocols) to major concerns (like food safety hazards). It's crucial to categorize these findings accurately to prioritize corrective actions effectively.
- Familiarize yourself with systems like *Fidelio*, *Opera*, *Material Controller (MC)*, *Ishyiga Software*, and *Oto Software*. These systems help streamline operations, track inventory, and monitor food and beverage service performance across multiple properties.
- When auditing, provide clear recommendations for correcting identified issues. Common kitchen and restaurant malpractices include improper food handling, unsafe storage, and a lack of hygiene practices. Offering actionable steps will help businesses improve operational standards.
- A proper reporting procedure ensures transparency and accountability. Utilize standardized reporting templates for kitchen and restaurant audits, and ensure findings are communicated through appropriate channels to the management for swift action.
- Implementing an efficient report filing system helps track audit findings over time, facilitating follow-ups on corrective measures and enabling continuous improvements. A digital filing system, linked to property management systems, is highly recommended for accessibility and accuracy.



Self-Reflection

1. Re-take the self-assessment they did at the beginning of the unit. Read the statements across the top. Put a check in a column that best represents your level of knowledge, skills, and attitudes.

My experience	I don't have	I know	I have some	I have a lot	I am
Knowledge, skills, and attitudes	any experience doing this.	a little about this.	experience doing this.	of experience with this.	confident in my ability to do this.
Identify the reporting template and process.					
Identify gaps in staff knowledge or performance.					
Analyze data from the audit to prioritize issues.					
Summarize key findings into actionable insights					
Present findings in a structured, easy-to-understand format.					
Describe best practices and standards in hospitality operations (e.g., HACCP, FIFO)					
Use reporting software in a hotel property management system					
Organize and store audit reports securely for future reference.					

My experience	I don't have	I know	I have some	I have a lot	I am
Knowledge, skills, and attitudes	any experience doing this.	a little about this.	experience doing this.	of experience with this.	confident in my ability to do this.
Propose actionable steps for addressing audit issues.					
Prepare clear and comprehensive post-audit reports.					
Deliver presentations to stakeholders to highlight progress and future goals.					

2. Fill in the table above and share results with the trainer for further guidance.

Areas of strength	Areas for improvement	Actions to be taken to improve
1.	1.	1.
2.	2.	2.
3.	3.	3.

Summative assessment

Integrated situation Read the situation below and perform the tasks required BX hotel is a five-star hotel located in Kigali city. It is challenged by numerous problems, namely: food contaminated, expired drinks, poor service for food spoilage. You are hired as a professional food and beverage controller, tasked to plan, receive ingredients, store them, cook and prepare drinks I regard to the implementation of Food and Beverage quality control activities in all stages of food and beverage control cycle within 6 hours. Hotel areas to be controlled: ✓ Perform Pre-Food and Beverage quality control activities ✓ Conduct Food and Beverage quality control ✓ Perform post- Food and Beverage quality control activities. Resources	
Tools	Meat thermometer, weighing scale, ladle, measuring spoons, measuring cups, computer, calculator, serving spoon, measuring jugs, measuring tots, labeling tools, outlets, trademarks, inserts, glasses, Cocktail shakers
Equipment	Electric Saw knife, automated coffee machines, Projector, working tables.
Materials/ Consumables	Printed storage, kitchen, and restaurant checklist, gloves, pens, and property management software.

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